

Hugglescote Surgery

PATIENT PARTICIPATION GROUP MEETING Minutes

Date: Thursday 17th August 2017

Time: 1pm

Venue: Meeting Room

Attendees:

Colin Mason, David Wood, Janet Wood, Rosie Ryder, Alan Ryder, Joy White, Michael Mee, Geraldine Mee, Bob White, Alan Dowell, Mick Bates

For the practice:

Keleigh Atkin

Apologies:

Peter Shelton, Jacqueline Knight

Item	Issue	Action	Owner
1.	Introductions – Add Colin Mason, Rosie Ryder and Alan Ryder to apologies of last month's meeting		KA
2.	Minutes of last meeting <ul style="list-style-type: none">Calling system still not working properly re date and time – situation ongoing and options are being compared and analysedAgreed to continue to try and get the Befriending Service to come and speak to the group – will continue to try to contact	Compare quotes/spec Chase	KA KA
3.	Friends and Family Test – discussed poor returns, agreed to try and get clinicians to give out cards and encourage completion on our website	Distribute cards to clinicians	KA
4.	Action Plan Update <ul style="list-style-type: none">Next available appointment – discussion held about the appointment system review held in July. Largely the telephone triage system was thought to work however a few tweaks have been made from an administrative point of view to try to match capacity and demand. Patients will still access the service in the same way.Premises – contact to be made with Chris Elston at NWLDC	Contact Chris Elston	KA
5.	Patient Questionnaire results & next year's action plan – agreed to circulate draft questions for comment	Email draft questions for comment	KA
6.	WL CCG PPG Network – the enhanced Summary Care Record (SCR) was discussed and that our patient satisfaction results		

	were available at this meeting and BW gave feedback that these were very good at 80+% across the board		
7.	NWL Federation PPG – BW gave update, meeting is now working well		
8.	Flu Clinic – discussed possible changes with regards to obtaining heights and weight and SCR information. Agreed to organise as per last year. Offers of help with the completion of the patient questionnaire would be welcome		
9.	First Contact Plus – details given of this website given that is offered by Leicestershire County Council http://www.firstcontactplus.org.uk/our-services/ there is overlap between health and social and this is a useful tool to access some of those services. The introduction of a Coffee Club at the surgery was discussed and supported. These are being held in other surgeries as a means for patients to meet other people and find out about other services		
10.	Practice News <ul style="list-style-type: none"> • Salaried GP recruitment – Dr Lucy Reynolds has started and Dr Helen Kay starts in October • Memory+ Service – BW to circulate to all PPGs in NWL • Walking for Health – c/f 	Notify PPG Arrange walks	BW KA
11.	Patient Question Time <ul style="list-style-type: none"> • Instead of writing letters for reviews could the request to attend be sent by text to save money? This idea was discussed, excellent idea to save money however most at the meeting felt that this may get missed by some who don't use their mobile all the time. Definitely one for the future as mobile usage is more and more popular. It was felt that sending a reminded by text could be considered further • How do GPs know that the appointment is a follow-up appointment? This was discussed and it is also helpful to give the receptionist as much information as possible so that can be passed to the doctor in the comments we make when the appointment is booked 		
12.	Any other business – none received		
13.	Date and time of next meeting: Thursday 5 th October 2017, 1pm		
14.	Masons – Vish (Pharmacist from Masons) also attended part of the meeting. The following was discussed: <ul style="list-style-type: none"> • Drugs out of stock • Pharmacy 2U – which is NOT working with the surgery as their letter suggests • Queuing system It was agreed to invite Vish to future meetings	Invite Masons	KA