

Hugglescote Surgery

PATIENT PARTICIPATION GROUP MEETING Minutes

Date: Tuesday 14th August 2018

Time: 1:30PM

Venue: Health Promotion Room

Attendees: Peter Shelton, Mick Bates, Russell Johnson, David Wood, Janet Wood, Colin Mason, Joy White, Bob White

For the practice: Keleigh Atkin, Melissa Coleman, Dr Hannah Noble, Dr Tariq Gauhar

Apologies:

Item	Issue	Action
1.	Welcome to Andrew Bridgen	
2.	Introductions	
3.	<p>Premises Issues</p> <ul style="list-style-type: none">• Practiced list has increased from 5,917 to 7816 since 2009.• Development plans for the catchment area are for 3,910 new homes to be built which will increase demand and practice list size.• Insufficient parking spaces currently to meet the requirements of the surgery and the additional patient workload will exacerbate the current situation.• Surgery only has 34 parking spaces; the practice currently employs 30 staff. The average number working on any day is 19 due to part time hours. In addition the pharmacy employs 9 staff using the car park.• The probability of a serious road traffic accident increases daily with patients parking outside the surgery on the verge and road.• Able bodied people parking within disabled bays due to lack of spaces.• Another concern is the constraints on the use of S106 monies available - changes in technology for example cloud based telephony and current expansion requirements for example scanners and label printers are possibly not approved for this funding <p>Outcomes from the above</p> <ul style="list-style-type: none">• Andrew will write and meet with Barratt and	<p>AB</p>

	<p>Wilson Homes.</p> <ul style="list-style-type: none"> • Andrew and his team will look into a land swap so we can obtain the land next to the surgery in replace of the land designed for a new surgery. Keleigh to send PDF of presentation to Andrew's assistant and advise how much of the land we require. Andrew will press the Council to get S106 monies faster. 	
4.	Minutes of last meeting – Approved	
5.	<p>Action Plan Update – To be carried forward</p> <ul style="list-style-type: none"> • Next available GP appointment • Premises • GP Patient Survey 	
6.	<p>Active Signposting</p> <ul style="list-style-type: none"> • New telephone system to be in installed before we can roll out active signposting. We do not currently have enough outside lines for all staff to dial out when required. The new cloud based system the practice is looking into has enough capacity for our requirements. 	
7.	<p>Over the Counter Medications (OTC) – National Guidance https://www.england.nhs.uk/wp-content/uploads/2018/03/otc-guidance-for-ccgs.pdf</p> <ul style="list-style-type: none"> • Some medicines are now only available OTC such as paracetamol. Chronic diseases will still be prescribed but acute illnesses will not be. 	
8.	<p>WL CCG PPG Network</p> <ul style="list-style-type: none"> • 3 million pounds has been saved on the introduction of clinical guidance for medicines that are no longer prescribed which could otherwise be purchased over the counter. Next meeting September. 	
9.	<p>NWL Federation PPG</p> <ul style="list-style-type: none"> • Next meeting 12th November. 	
10.	<p>Training Hub & Workforce</p> <ul style="list-style-type: none"> • Year 10 work experience still ongoing. 	

11.	<p>Practice News</p> <ul style="list-style-type: none"> • Salaried GP recruitment Ongoing • New registrars in August Dr Manish Patel and Dr Nicola Cairns, here for 1 year • Practice appraisal – any volunteers? Peter Shelton and Bob White as back up • Patient complaints KA raised that the Practice takes all complaints seriously and in most cases complaints take a vast amount of time to investigate, one recent example took 45 hours to investigate and resolve. • Flu Clinic 22nd September. All volunteers welcome. Practice needs to sign up as many people as possible to online service. 	
12.	<p>Patient Question Time – an opportunity for patients to raise any questions to the practice team.</p> <ul style="list-style-type: none"> • None discussed 	
13.	<p>Any other business</p> <ul style="list-style-type: none"> • None discussed 	
14.	<p>Date and time of next meeting</p> <ul style="list-style-type: none"> • Thursday 11th October 1pm. 	