

Hugglescote Surgery

PATIENT PARTICIPATION GROUP MEETING Minutes

Date: Thursday 7^h March 2019

Time: 1:00PM

Venue: Meeting Room

Attendees: David Wood, Janet Wood, Russell Johnson, Mick Bates, Joy White, Alan Dowell, Peter Shelton, Maxine Clifford, Colin Mason, Alan Ryder

For the practice: Keleigh Atkin, Melissa Coleman

Item	Issue	Action
1.	Introductions	All
2.	Minutes of last meeting	KA
3.	Action Plan Update <ul style="list-style-type: none">• Next available GP appointment Appointments within 2 weeks on the system and checks by David show slots 21st March.• Premises Current situation is that the landlords have submitted a case to NHS to prove why we require an extension. This is to be discussed in April but may be delayed into May. We have requested to see the inside plan for the extension to consider if the requirements are suitable for office support staff.• Online services registration Government trying to increase the quantity of online registrations.• Enhanced Summary Care Record sign-up 1164 current ESCR sign up.	KA
4.	Practice Leaflet <ul style="list-style-type: none">• PPG Information to be added• Mental Health Information to be added	BW
5.	WL CCG PPG Network <ul style="list-style-type: none">• Last meeting update	BW
6.	NWL Federation PPG <ul style="list-style-type: none">• Last meeting update Drop in sessions Tuesday 12th March 8-2pm Coalville Market Hall to discuss improvements to health care	KA

7.	<p>Practice News</p> <ul style="list-style-type: none"> • Salaried GP recruitment Dr Vijay started on 25th February Mon, Tues, Wed. Dr Popat will be leaving on 23rd April • Nursing team update New ANP Jenny is starting in May • New telephone system Ongoing issues and working progress. More training to be completed with providers and staff • Practice newsletter Assistance with practice newsletter desirable and volunteers welcome • Practice boundary People will always be asked to register at an alternative surgery if they move out of boundary area. Boundary leaflet displayed in waiting room. • NHS comments Please share your positive comments on NHS choices https://www.nhs.uk/Services/GP/Overview/DefaultView.aspx?id=44003 	Patients
8.	<p>Patient Question Time – an opportunity for patients to raise any questions to the practice team.</p> <p>Prescriptions ordering causing confusion.</p>	All
9.	Any other business	KA
10.	<p>Date and time of next meeting 29/05/19 – 1pm</p>	