

Hugglescote Surgery

PATIENT PARTICIPATION GROUP MEETING Minutes

Date: Wednesday 29th May 2019

Time: 1:00PM

Venue: Meeting Room

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

For the practice: Keleigh Atkin, Melissa Coleman

Apologies: Maxine Clifford

Item	Issue	Action
1.	Introductions	Update
2.	Minutes of last meeting <ul style="list-style-type: none"> • Receptionists to say name when answering the phone • Label printer for reception • OTC medication • On Call appointments and times shown online 	Information/Discussion
3.	Action Plan Update <ul style="list-style-type: none"> • Next available GP appointment When the data was checked in Feb we were at 64% in a 2 week period and currently in May results are 65% Nurse appointments have increased due to Nikki Wildsmith returning from maternity leave • Premises Visit from CCG to take place on 13th June at 1pm. NHS England are in the process of writing a strategy document in order to asses any potential works. KA to discuss planning application with landlord. • Online services registration Continue to push for as many patients as possible to be signed up for online services • ESCR sign-up Continuing to improve and currently 30% of patients are signed up to enhanced summary care record 	Information
4.	WL CCG PPG Network <ul style="list-style-type: none"> • Last meeting update Measham medical unit saved 160 appointments in a week by referring to pharmacy services. GP 	Information

	only ordering of prescriptions will begin on 30 th June as per campaign. Next meeting on 20 th June at 1pm at NSPCC centre.	
5.	<p>NWL Federation PPG</p> <ul style="list-style-type: none"> Last meeting update Change to federation staff. Next meeting 19th August 1pm at Whitwick Health Centre. 	Information/Discussion /Decision
6.	<p>Practice News</p> <ul style="list-style-type: none"> 3rd Party Ordering Starts 30th June Discretionary Services A group of services that do not form part of the core NHS contract and may not continue to have funding. Research Practice National Institute for Health Research will attend a future PPG meeting Nursing team update New ANP – Jenny Dunn Reception/Admin team update Change in staffing and 2 vacancies New telephone system Future proof ready for expansion. We are now up and running with new system NHS comments Please add comments and reviews Fundraising for height/weight/BP machine Russell to enquire about grants KA to contact other surgeries for ideas Raffle/Coffee morning 	Discussion
7.	Patient Question Time – an opportunity for patients to raise any questions to the practice team.	Discussion
8.	Any other business	Decision
9.	Date and time of next meeting August 15 th 1pm	