

# Hugglescote Surgery

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## PATIENT PARTICIPATION GROUP MEETING Minutes

**Date:** Thursday 10<sup>th</sup> January 2019

**Time:** 1:00PM

**Venue:** Meeting Room

**Attendees:** Russell Johnson, David Wood, Maxine Clifford, Mick Bates, Alan Dowell, Rosie Ryder, Alan Ryder, Bob White, Joy White

**For the practice:** Keleigh Atkin, Melissa Coleman

Item	Issue	Action
1.	Introductions	
2.	Minutes of last meeting	Discussion
3.	<p>Action Plan Update</p> <ul style="list-style-type: none"><li>Revised action plan Ensuring workforce numbers are correct to make sure patients can see their desired GP, access to premises, reducing locum costs. Improve the choice of appointments available for patients as currently 54%.</li><li>Next available GP appointment – utilisation report Disfigured appointment utilisation due to same day to be available online. GPs wishing to see a patient in 5 days' time should be booked onto call list.</li><li>Premises Leaflet given with land details.</li><li>Online services registration Added to action plan</li><li>ESCR sign-up Added to action plan</li></ul>	Information/Discussion
4.	<p>Active Signposting</p> <ul style="list-style-type: none"><li>Results of last audit Summary of how much improvement has been made to how appropriate the urgent appointments are against local practices.</li></ul>	Update
5.	<p>Practice Leaflet</p> <p>What would people like to see in our practice leaflet? PPG to think about ideas and bring to next meeting.</p> <ul style="list-style-type: none"><li>GP</li><li>Nurses</li><li>District Nurse Access –referral?</li></ul>	

	<ul style="list-style-type: none"> <li>Repeat Prescription info – separate leaflet?</li> <li>Community Transport</li> <li>Update GDPR</li> </ul>	
6.	<p>WL CCG PPG Network</p> <ul style="list-style-type: none"> <li>Last meeting update WL CCQ next meeting 24<sup>th</sup> January at NSPCC.</li> <li>Distribution list If you would like to be added to the distribution list for WL CCQ you can subscribe by email.</li> </ul>	Information
7.	<p>NWL Federation PPG</p> <ul style="list-style-type: none"> <li>Next meeting in January TBC – all welcome to attend.</li> </ul>	Information
8.	<p>Practice News</p> <ul style="list-style-type: none"> <li>Salaried GP recruitment 2 applicants shortlisted</li> <li>Nursing team cover Long term sickness in the team which continues, very tight over Winter period. We have interviewed 2 ANP candidates to add to our current team members.</li> <li>New telephone system Telephone system has been ordered and will be here within 2 weeks. The system will have a number for each service e.g. referrals, blood test etc. It will give us 2 additional lines so more lines are free and reception can answer more calls.</li> <li>Practice newsletter Any volunteers wanting to produce the newsletter are welcome.</li> <li>CQC – evidence of change KA attended CQC inspector meeting to find out how our practice could meet an outstanding rating. The criteria has changed slightly since our last one, inspections are every 5 years unless a significant change occurs. Evidence needs to show what difference all of our good makes to the practice e.g. how many blood pressure results taken at the flu clinic showed hypertension in patients.</li> </ul>	Information/Discussion /Decision
9.	<p>Patient Question Time – an opportunity for patients to raise any questions to the practice team.</p> <ul style="list-style-type: none"> <li>Criteria for TASSLE (transport) refusing elderly patients who can drive within the local limits transport to hospital appointments even if they don't have the capacity to drive longer distances.</li> </ul>	Discussion
10.	Any other business	Discussion
11.	Date and time of next meeting	Decision

