

Hugglescote Surgery

PATIENT PARTICIPATION GROUP MEETING Minutes

Date: Thursday 15th August 2019

Time: 1:00PM

Venue: Meeting Room

Attendees: Joy White, Bob White, Alan Mason, Alan Ryan, Rosie Ryder, David Wood, Janet Wood, Vicky Utting

For the practice: Keleigh Atkin, Melissa Coleman

Apologies: Maxine Clifford & Mick Bates

Item	Issue	Action
1.	Introductions	
2.	Minutes of last meeting <ul style="list-style-type: none">Receptionists to say name when answering the phoneLabel printer for receptionOTC medicationOn Call appointments and times shown online	Update
3.	Action Plan Update <ul style="list-style-type: none">Next available GP appointment There has been a significant change in rota for GPs meaning the rota was allocated later than usual.Premises 15th June we received bad news following a meeting with NHS England, they advised our business case will not be reviewed until December. Are our premises fit for purpose? What's next? This will all be added to a strategy document. There is a new link with our landlord which now a much more local person which has its benefits. Outlined plans for the land are required.Online services registration – 25% currentlyESCR sign-up – 41.4% currentlyFriends and Family Test People are more likely to respond with a negative comment rather than positive.	Information/Discussion
4.	WL CCG PPG Network <ul style="list-style-type: none">Last meeting update Annual general meeting AGM on 26/09/2019 4:30-6:30pm at Loughborough Woodgate	Information

5.	NWL Federation PPG <ul style="list-style-type: none"> • Last meeting update Next meeting 19/08/2019 	Information
6.	Fundraising <ul style="list-style-type: none"> • Event feedback • Workshop feedback • BLS for patients This will potentially form part of another workshop in the future • External defib Futures fundraising for a new defib to be placed outside the community. Cost £3-4K 	Discussion
7.	Practice News <ul style="list-style-type: none"> • Extended Hours • Discretionary Services • Research Practice • GP team update We are now a fully staffed GP team • Nursing team update Rachel left us in August • Reception/Admin team update • NHS comments • Fundraising for height/weight/BP machine Ongoing to be discussed at next meeting • Meeting times Meeting times will be varied for PPG meetings to include new people and give opportunity for others to attend 	Information/Discussion/Decision
8.	Patient Question Time – an opportunity for patients to raise any questions to the practice team.	Discussion
9.	Any other business	Discussion
10.	Date and time of next meeting 2/10/2019 5pm	Decision