

Hugglescote Surgery

PATIENT PARTICIPATION GROUP MEETING Minutes

Date: Wednesday 2nd October 2019

Time: 5:00PM

Venue: Meeting Room

Attendees: Bob White, Joy White, Maxine Clifford, Alan Ryder, Rosie Ryder, Alan Dowell, Peter Shelton, Russell Johnson, Colin Mason

For the practice: Keleigh Atkin, Melissa Coleman

Apologies: Mick Bates, Janet & David Wood

Item	Issue	Action
1.	Introductions	
2.	Minutes of last meeting	Update
3.	<p>Action Plan Update</p> <ul style="list-style-type: none">• Next available GP appointment Change in rota meant that our data for next GP appointment was not shown in a positive light. Over half of our GP staff has changed hours/working days which meant an overhaul to the appointment system which is now complete and up and running.• Premises Landlord very reluctant to out in planning permission as they do not feel this is the route they would like to proceed with. Keleigh is to hold future meetings with the landlord to discuss further. NHS England have not agreed rental on surgery extension at present, unless this is agreed we couldn't proceed any further with works. Estimated 18 months until we are full to capacity and we will continue to accept new patients until further notice.• Online services registration We have seen an increase in online services registrations; this has increased to 26.4%. Reception is going to try and increase online services by offering forms to complete when patients present at the desk.• ESCR sign-up ESCR has seen an increase to 47.5% which is a huge improvement since April where this was at 10%.• Friends and Family Test Unfortunately this has a very low uptake.	Information/Discussion

4.	<p>WL CCG PPG Network</p> <ul style="list-style-type: none"> Last meeting update Next meeting scheduled for Thursday 21st November 	Information
5.	<p>NWL Federation PPG</p> <ul style="list-style-type: none"> Last meeting update Next meeting scheduled for Monday 25th November. 	Information
6.	<p>Fundraising</p> <ul style="list-style-type: none"> Next event Volunteers so far include Maxine, Colin, Joy & Bob. If you would like to volunteer for our next fundraising event on 7th December please get in touch. Alan Dowell will be making some hamper boxes to donate to the practice for raising money, thank you. We require baked goods for our fundraiser if you are able to bake. External defib We endeavour to fundraise eventually for an external defib, this is something we are interested in fundraising for and would benefit the whole community. 	Discussion
7.	<p>Practice News</p> <ul style="list-style-type: none"> GP team update No change to report Nursing team update New Practice Nurse Sandie Clark starting on 21/10/19. Currently a community nurse with a wealth of knowledge particularly in wounds and dressings. Reception/Admin team update No change to report Meeting times At our previous meeting we discussed changing meeting times to late afternoon to include more patients and give new members opportunity to attend, we did a trial and met at 5pm. Unfortunately this did not bring in any new members to the PPG and it was agreed that meeting times will revert back to day times. Nextdoor New social media app which includes adverts for local events, trades people etc We discussed if this is something we could use for surgery info. Community directory Very useful 	Information/Discussion/Decision
8.	<p>Patient Question Time – an opportunity for patients to raise any questions to the practice team.</p>	Discussion

9.	Any other business	Discussion
10.	Date and time of next meeting 21/11/2019 – 1pm	Decision