

Hugglescote Surgery

PATIENT PARTICIPATION GROUP MEETING Minutes

Date: Thursday 21st November 2019

Time: 1:00PM

Venue: Meeting Room

Attendees: Colin Mason, Bob White, Janet Wood, David Wood, Alan Dowell

For the practice: Keleigh Atkin, Melissa Coleman

Apologies: Maxine Clifford, Alan Ryder, Joy White

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 Increase in appointment since new appointment system began, currently around 60% pre bookable when we ran the search.• Premises Unfortunately our strategy document was scheduled for Dec but will now be January. Independent evaluation of land next to practice required and landlord to arrange this. KA to contact Terri Eynon for support.• Online services registration Increased since last meeting now 26.6%• ESCR sign-up Increased since last meeting to 49.4%• Friends and Family Test	Information/Discussion
4.	<p>WL CCG PPG Network</p> <ul style="list-style-type: none">• Last meeting update Bob unable to attend as it's the same day as our PPG	Information
5.	<p>NWL Federation PPG</p> <ul style="list-style-type: none">• Last meeting update Next meeting 25/11/2019	Information
6.	<p>Fundraising</p> <ul style="list-style-type: none">• Next event 10-2pm – plan of next fundraising event with layout and volunteer duties. A list of donations, PPG members offered to provide items from our	Discussion

	list. Thank you. If anyone else would like to volunteer please get in touch.	
7.	<p>Practice News</p> <ul style="list-style-type: none"> • GP team update Stable • Nursing team update New addition to the nursing team Sandie • Reception/Admin team update Stable • PCN Update We are taking part in a project called GP Quick Start which helps GP practices to be more productive. We have been looking at patients who attend the surgery more frequently. • Befriending service Befriending service available through Age UK, if you know anyone who may benefit from this service. 	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 6/02/2020 1:30PM	Decision