

Drs Broom, Ward, Shelly & Maxwell-Jones

MINUTES - PATIENT PARTICIPATION GROUP

Monday 20th March 2017

Attended by: Susan Birch, Christine Price, John Chamberlin, Carrie Osborne, David Brace (Chairman), Arthur Williams, Barbara Williams, Helen Walker, Nigel Walker, Dr Helen Maxwell-Jones (briefly), Sunil Kandukuri (Pharmacist), Danny Smart (Deputy Practice Manager), Rachel Taft (minutes)

Informal pre-meeting 5 – 6 pm discussion with Sunil and Danny regarding the clinical pharmacist's work

Formal meeting 6 – 7pm

1. **Apologies** Viv Jury, Muriel Robinson, Sheila Allen, Kay Orme, Andrew Brown Jackson
2. **Minutes of the previous meeting (9th January 2017)** – taken as read
3. **Matters arising**
4. **PPG constitution** – agreed to discuss via email (subsequently, special meeting convened 24/4/17)
5. **Surgery update**
 - a. Branding/signage – discussed reasons for it, not universally welcomed. Some felt the PPG should have been consulted.
 - b. Flooring – GP consulting rooms' flooring is being refurbished to meet latest infection control standards and improve clinical safety
 - c. DNAs – review of latest
 - d. Staffing
 - i. New receptionist – Taylor Gilman
 - ii. Nursing team – sick leave issues but the Surgery hoping to provide adequate cover to maintain service. By June, should be all systems go for the new team structure of Maria (our existing very experienced nurse) and Kiri (new prescribing nurse), supplemented by our two Health Care Assistants Jo and Julie
 - iii. Advanced Nurse Practitioners – one in place, now dealing with most of our urgent care demand. Reports back from some members that their experience has been excellent. Second ANP starting soon.

e. Building

- i. There is a need to refurb/extend to make sure that The Surgery can grow with the growing population. The Surgery is meeting with CCG – need to convince them of the need/number of new patients expected. If The Surgery can't convince them on the numbers, at that point would ask the PPG to voice patient concerns over future healthcare provision in the area

6. AOCB

- a. Question whether we could extend the times that dispensary was open for phone calls. The Surgery agreed to look into whether this was possible – explained that the 'closure' enabled concentration to be maintained and safety. *(It would be useful if anyone experiencing issues could let us know the circumstances in which the need arises (e.g. do you need to speak to dispensary because of an error, hospital medication issues etc) so that we can investigate if closure causes the problem or whether it can be addressed in another way)*
- b. Also question whether answer machine could be put in place in the dispensary. The Surgery felt that this would be too prone to causing safety issue. The Surgery encouraged patients to make use of the online facility to order repeat prescriptions
- c. Repeated request to know how we are funded – will be covered at next meeting

Date of next meeting – Monday 15th May 2017