PRACTICE PARTICIPATION GROUP

**MINUTES OF MEETING HELD 21st June 2018**

Present: Staff: Angela Allenby, Sue Lane

Patients: Jean Ellerton, John Ellerton, Alan Bell, Janice Blanchard, Pamela Brown, Susan Lee, Stephen Belcher, Howard Simpson

Chairman Jean Ellerton opened the meeting

Apologies: Dr Rajkumar, Dr George, Janice Cressey, Barbara Bolton

Minutes from last meeting

Minutes approved by the PPG as a true record. Welcome to new member Mr Howard Simpson.

Matters Arising:

**New GP**

The practice has recruited a new GP hopefully starting August 18 with a view to being a GP partner. This is forward planning for the practice’s future and we looking to working with Dr Samad.

Practice Report:

Telephone system – new system now well established with very few issues.

**Appointment System** –New appointment system came into effect on 4th June 2018 which allows patients to book from the phones being switched on in a morning for appointments all day. No major issues and everybody seems happy with the new system which is more flexible. Appointments are booked up quicker but there is no calling back in the afternoon; there are some embargoed slots for emergencies kept for the afternoon. Patients are still able to come to the door at 8.20am for an appointment that day.

**Online** – The practice are promoting and encouraging use of online which is very accessible for the patients.

**Care Navigation** - The practice is being encouraged and trained to offer Care Navigation in the surgery which redefines the role of the receptionist. The care navigator will consider if the patient needs to see a doctor or another person. It should help people get the right level of care they need and it was suggested that the doctor record a message for patients advising that reception staff will ask them a number of questions to help give patients possible alternative options to a GP appointment however if the patient still wanted to see a GP then they could. Possible issues could be the slow network issues the practice experiences regularly and the time it would take the receptionist on the phone but would see after the training has been given. Initially if would be rolled out at more quiet times until staff become more confident.

Patient Survey

Angela handed out a copy of last years survey which all PPG agreed was fit for purpose and could be used again for 2018 which will be handed out in July.

PPG Forum:

Minutes from the Forum had been forwarded to all PPG members via email.

Dr Jaggs Fowler has now retired from his position and Geoff Day has taken up the post of Interim Director of Primary Care.

There are plans for extended GP access in North Lincolnshire. A service will be in place by 1st October 2018 and then a longer term contract in place from 1st March 2019. The location has not been decided, but the Ironstone was unlikely to be the longer term solution. Extended access might be offered at different locations across the week, so weekends could be at a central location.

FFT Comments

Angela circulated the FFT comments for the last quarter which were again really positive in the main with no major issues. A couple of comments regarding playground facilities at the practice which is not a viable option.

Any other business

Howard Simpson introduced himself and explained about Westcliff Community Works which is a 5 year initative with funding based at The Arc on Lichfield Avenue. It has 20 trained and enhanced DBS checked volunteers of all age groups who work with Ongo and North Lincs Council and offer a Buddy System to support people. Howard brought in some leaflets and booklets which can be handed out in the surgery; he also offered to could come into surgery and do a promotion. Angela will speak to all staff about it at the Practice Meeting so they are aware and put the information on the practice website.

No other business – meeting closed.

**Next meeting will be held on Thursday 20th September 2018 at 12.30pm**

**The Patient Participation Group at The Oswald Road Medical Centre welcomes new members to join their meetings. Please inform the reception if you would like to attend the meetings.**