PRACTICE PARTICIPATION GROUP

**MINUTES OF MEETING HELD 15th March 2018**

Present: Staff: Angela Allenby, Sue Lane, Dr Rajkumar, Dr George

Patients: Jean Ellerton, John Ellerton, Barbara Bolton, Alan Bell, Janice Blanchard, Pamela Brown

Chairman Jean Ellerton opened the meeting

Apologies: S Lee, Stephen Belcher, Jim Harding

Minutes from last meeting

Minutes approved by the PPG as a true record.

Matters Arising:

**Surgery Lift**

Mrs Ellerton sent a letter to Robert Jaggs Fowler regarding the practice and PPG not being kept informed about the funding for the lift. When there was no response Mrs Ellerton rang RJF who apologised but said he had not received the letter however he did have the letter on file to Lianne Langdon and was unhappy to hear it had not been replied to. RJF had sent a letter to Nic Dakin in response to his letter which he forwarded to Angela which was distributed to the PPG members and GP’s; stated that although our bid was supported by the CCG only three practices had been successful, that he was unable to promise that there would be any future funding available and if there was it should be bid for via the Care Networks.

**Practice Report:**

Telephone system – new system now in place and everyone seemed happy with how it was working. The practice had received good comments and staff were also finding it much improved.

Appointment System – Practice have discussed a new appointment system from 1st June 2018 which will give time to promote and let patients know of the change. We will book appointments all day and not ask patients to call back at 2pm which will hopefully be more convenient for patients and staff. It is in response to patient comments as they often find it difficult to call back at 2pm once the morning appointments have gone; there will be some emergency appointments kept for later in the day.

PPG Forum: SCR

Mrs Ellerton had attended the PPG Forum where the Summary Care Record was discussed. All patients have a basic SCR created, unless they opted out 5-6 years ago, containing repeats, allergies and significant health issues. Practices are now being asked to encourage patients to consent to an **enhanced SCR** which will include additional information from their patient record. It is only used in healthcare settings by healthcare professionals and it is hoped that in the future End of Life plans, do not resuscitate and organ donor preference will be included. Practices have been set a target of 15% by the end of the year; the nurses and HCA’s have already started asking patients in their clinics; it was initially aimed at patients with lots of health issues and the elderly but now all patients need to be asked.

FFT Comments

Angela circulated the FFT comments for the last quarter which was all really positive except for few comments about rude receptionists and the appointment system. All Reception staff have customer care training and calls are now recorded which is of benefit to staff and patients therefore any specific query can be investigated. Also the new appointment system hopefully should help alleviate any issues regarding struggling to book appointments.

Any other business

No other business – meeting closed.

**Next meeting will be held on Thursday 21st June 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.**