PRACTICE PARTICIPATION GROUP

**MINUTES OF MEETING HELD 14st December 2017**

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

Patients: Jean Ellerton, Barbara Bolton, Alan Bell, Janice Cressey, Janice Blanchard

Chairman Jean Ellerton opened the meeting

Apologies: John Ellerton, Stephen Belcher

Minutes from last meeting

Minutes approved by the PPG as a true record with the addition of apologies omitted for S Lee.

Matters Arising:

**Surgery Lift**

Mrs Ellerton attended the last Forum meeting where attendees were informed that there were three practices that had been successful in receiving funding which were Ancora, Riverside and one undisclosed practice. A PPG member from another practice pointed out that it was annoying that the larger practices had received funding and the smaller ones who were struggling had not received anything.

Mrs Ellerton had sent a letter from the PPG to Liane Langdon at the CCG and copied in Nic Dakin to ask what has happened to the financial support and why has it disappeared however no response or acknowledgement of the letter was received and since then Liane Langdon has left that post.

Turnaround Director for the CCG; Emma Latimer, who is also Accountable Officer at NHS Hull CCG is overseeing that role for the time being.

Alan Bell suggested that Angela contact the CCG requesting that our application be carried forward to next year for future consideration and that a letter from the Chair expressing the PPG’s disappointment should be sent. **Action: Jean/Angela.** Alan was also seeing Nic Dakin next week and would update him on the latest developments.

**GP Recruitment**

Regarding the possibility of the practice becoming a training practice to try and recruit a new GP this way as some other teaching practices in the area have done. Subsequently from the last meeting Dr George said she would be open to the surgery becoming a training practice but she would need a further diploma for GP training which she may look into in the future.

The practice does have a new locum Dr Akhtar who is now working on Tuesday evenings which is working very well. Due to this development extended hours have been moved from Tuesdays to Thursdays with Dr Rajkumar (all new times are on notices and website). Also the practice has asked Dr Uwechue to work on Fridays evenings permanently and hope he would consider joining the practice but it depends on his future plans.

Dr Rajkumar informed the PPG of a meeting he attended regarding an amalgamation of practices to a ‘super-surgery’ which has been successful in Hull for six practices. They still run from their own buildings but are run by a consortium and are no longer independent however this helps practices with recruiting and staff/GP cover.

Talking News

Mrs Ellerton is involved with Talking News which is issued fortnightly and is listening news for the blind and visually impaired. It’s a free service and has news loaded onto memory sticks for this cohort of people; it’s also promoted to the Ophthalmology service. A poster/leaflets will be available in the waiting room.

FFT Comments

Angela circulated the FFT comments for the last quarter which was all really positive except for one regarding not being able to get through to doctors and phones always off. Unfortunately the response was anonymous so unable to address the problem directly however hopefully the new phone system in January would help alleviate any issues. There were a lot of responses saying they would recommend the surgery however hadn’t put any comment.

Any other business

 Jean congratulated Barbara Bolton on her Adult Carer Award which is a lovely achievement for all the foster care over the last 30 years.

 Barbara raised the question of nurse appointments being available online however Angela explained that the two nurses deal with different issues and that some appointments are for 10 mins or can be up to 40 mins which would rely on patients booking the correct slot for themselves which could potentially cause a lot of problems so not feasible at the moment. It is possible for patients to book their next appointment when they are seen by the nurse/HCA.

 Janice Cressey had received an appointment reminder but had no appointment booked at the surgery. Unfortunately the text had been deleted so staff were unable to help or explain but asked her to let them know if it happens again so they can investigate.

 Alan Bell asked about the flu campaign – Angela informed the group that 827 flu have been given in practice with 136 given by another health provider i.e. pharmacy. 207 patients have declined flu. Next year the practice is hoping to receive some vaccinations earlier like the chemist and try and contact those 136 earlier to receive the vaccination in practice.

 Mrs Ellerton provided some Join Embrace leaflets which will be available in the waiting area.

No other business – meeting closed.

**Next meeting will be held on Thursday 15th March 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.**