PRACTICE PARTICIPATION GROUP

**MINUTES OF MEETING HELD 21st March 2019**

Present:

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

Patients: Chairman BJE, AB, HS, JC, JB, SL

Chairman BJE opened the meeting

Apologies: Dr Samad, PB, JE,

Minutes from last meeting

Minutes approved by the PPG as a true record.

Matters Arising:

Healthwatch – Angela has circulated email regarding Healthwatch surveys and paper copy was available at the meeting. There are two surveys and members were encouraged to participate if they wished. AB had filled out both surveys but felt they were very similar and some options were not appropriate to his answer.

Practice Report:

Staffing Changes

Sue will be retiring from middle of June this year and the practice are very sorry to lose her after 29 years of service. PPG thanked Sue for all her work over the years and are very sorry to see her go but wish her a long and happy retirement.

Firuza, one of the reception/admin team has also accepted a role at the hospital and will be leaving at Easter.

Nurse Becky is having a baby and will be on maternity leave from August 19.

The practice are hoping to recruit a new receptionist shortly. Nurse cover may be difficult but will try to put on some extra HCA clinics to relieve Nurse Clare for more specialist issues.

Care Navigation

The practice is continuing with care navigation and is working quite well; some patients were more open to it than others but not had many issues.

The First Contact Physio service has had quite good response and uptake however there are still issues with the Ironstone Centre and knowing which area to attend. This has been fed back to Safecare and they have asked if the practices can let patients know they need to attend at Market Hill which is where the clinic is for their appointment if booked at Ironstone. This should hopefully solve the problems of them knowing where to go.

Extended Access – new service

This service will run until 30th June 2019 alongside the practice’s own Extended Hours however from 1st July 2019 the services will integrate. The practice is waiting for further information and guidance so are not sure at the moment if it will affect their opening times. The practice currently offers their Extended Hours in a morning but this may change to evenings from July. Hopefully more information will be available in next few weeks.

PPG Forum:

Minutes from the Forum had been forwarded to all PPG members via email and printed copies were available at the meeting.

Main points were regarding the Urgent Care Centre which will run from A&E which will hopefully reduce the unnecessary A&E attendances. Also encouraging patients to be online for booking appointments and ordering medications – Practice has 19.6% of their patients online and are actively encouraging uptake however not all patients have access to a computer etc. or some patients would just prefer to speak with someone.

FFT Comments

Angela circulated the FFT comments for the last quarter which was again really positive in the main with no major issues. Couple of comments regarding speed of service and unfriendly reception staff but with no further information it is difficult to comment.

Any other business

No other business – meeting closed.

**Next meeting will be held on Thursday 20th June 2019 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.**