PRACTICE PARTICIPATION GROUP

**MINUTES OF MEETING HELD 27th June 2019**

Present:

Staff: Angela Allenby

Patients: Chairman BJE, JE, HS, JC, SB, BB

Chairman BJE opened the meeting

Apologies: Dr Rajkumar, Dr George, Dr Samad, SL, AB, JB

**Minutes from last meeting**

Minutes approved by the PPG as a true record.

**Matters Arising:**

Chairman position: BJE raised that she was appointed Chairman just over three years ago and at that time it was agreed by the PPG it was for a three year period. PPG had a vote and BJE was again voted as the Chairman which she is happy to continue for the next three years however she will not after this time.

**Practice Report:**

Staffing Changes

Sue and Gwyneth retired earlier this month after 29 years and the practice were very sorry to see them go. The practice has a new receptionist/administrator starting on 5th August 19 and some of the existing staff have taken on more hours.

Prescription Telephone Line

For patient safety and to ease the demand in Reception the practice has decided to stop the ability to order prescriptions over the telephone as like many other surgeries. A text will go out on 1st July 19 giving notice as from 1st August 2019 patients will need to order online, via pharmacy or paper via the request box in the surgery. Emergency scripts can still be sorted as they are now and it is hoped this will increase the online sign up for patients which was encouraged at the PPG Forum.

Patient Satisfaction Survey 2019

Angela confirmed that the survey has been run in June 2019 and the results are now being collated. These will be available for discussion at the next PPG meeting in September.

PCN – Primary Care Network

Practice is part of the West Primary Care Network and from the end of July Dr George and Dr Samad will be the Clinical Directors (Shared Role). Funding for the practice will now come via the Networks and there will be provision for the Network to employ a Pharmacist and a Social Prescriber whose time will be divided between the practices within that network.

**PPG Forum:**

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

BJE reviewed the main points from the meeting on 17th April 19 with the PPG:

* WIFI now available for all patients in the surgery – Angela confirmed this process has begun but they are waiting for a new socket from BT.
* IT equipment refresh – Angela confirmed this should take place later in the year.
* 20% online appointments available – Telephone triage is now online and from October there will be some specific clinics for nurses available i.e. smear, COPD, asthma, diabetes
* Virtual Groups not very successful with other practices.
* Wide demographic for the PPG – Angela did sent out emails to newly registered patients who showed an interest however no one had responded. All new patients are informed and given information about joining our PPG, there is information on the notice board in the surgery and on the practice website.
* A text has been sent out to patients regarding encouraging consent to an Enhanced SCR which has brought the practice up to over 18%. Angela will send the text out again in a couple of months.

**FFT Comments**

Angela circulated the FFT comments for the last quarter which was again really positive in the main with no major issues. One comment about not being able to come to the door in a morning and that its not convenient for everyone – it was noted that unfortunately whatever system in place would not suit everyone.

**Any other business**

JC asked about the volume on the Jayex board in the waiting room – Angela will asked Reception Staff to turn down the volume when turned on in a morning.

No other business – meeting closed.

**Next meeting will be held on Thursday 19th September 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.**