

THE VILLAGE SURGERY

PATIENT PARTICIPATION GROUP MEETING

Held 26 March 2018 at 6pm

Attendees: Eric Shone – Chairperson Sylvia Davis
Graham Davis Leo Clare
Gerry Grant Sheila Bonehill
Albert Bonehill Christine Payne
Dr Abbasi (**Part**) Jacquie Evans - Minutes

Apologies: None received

Guest Speaker: Grant Williams. Eric asked Leo to introduce Grant and to provide a little background information on his role.

Grant said that the CCG wanted PPGs to work within the Communities in Libraries etc, though he was not keen on this. He also discussed a pamphlet 'Locality & PPGs work more effectively and that unfortunately some PPGs were only 'virtual'.

Grant also said there was a possibility of moving Central to North & South which meant 'Central' would no longer exist. This he felt would be disadvantageous as some patients could have to travel out of their area to access such treatments as Physiotherapy etc.

Patient's Congress [Citizen's Jury] Mental Health – Grant informed the Group that all 6 recommendations would be lot better if the CCG took these on board, however like most funding is scarce and this is applicable nationwide.

Grant also informed the Group about the new Chairman at UHNS starting 1 April 2018 and that he is ex-Royal Mail. As the new Chairman was starting with an increase in salary it would be interesting to see what he was bringing to the Trust.

Minutes of Last Meeting:

Eric advised that no Minutes etc. had been received by Sheila & Albert Bonehill.

Action: Jacquie

Second paragraph should read 'Gerry' and not Paul. Jacquie apologised.

Practice Items

Chris said that the Practice had set up a Facebook page and that once the 'young man' who had set it up had returned from holiday they would arrange a meeting for those interested. **Action: Chris**

Any Other Business – Leo mentioned the CCG Community Conversation is being held on 19 April 2018 between 2pm and 4.30pm and that she has two spaces in her car and is willing to take people there and back.

Leo asked if there was any more information available on the "Waste Champion" post and that though she had agreed to take this on if anyone else would like to do it she would step down.

Dr Abbasi is to put together information on this and pass this onto Chris who will forward to the Group. **Action: Chris**

Sylvia asked if there was a Well Man Clinic, Chris not specifically but there was a Well Person Clinic.

Leo said that a 'Charity' was possibly a faster route for Mental Health issues and that she would look out the information. Jacquie to email Leo. **Action: Leo/Jacquie**

Gerry said he was going to write something in the Newsletter after speaking to Kerri Stanyer on 'Ehlers-Danlos'. Kerri had also said she had a lot of support from our GPs and was grateful.

Eric asked about the 'Named' Doctor and whether you would be passed on to anyone in the Practice. Chris said that it would still be by appointment with this Doctor requested.

Eric said the music at times was felt to be too loud on a particular video. Chris said she would try to sort this out. **Action: Chris**

Eric also said that the Receptionists were brilliant and can Chris let them know. **Action: Chris**

Eric also mentioned cancelling of appointments on the same day and the issues of getting through to Reception to let them know. A discussion took place on how many telephone lines there were and Receptionists on duty.

Gerry said it was difficult to get an appointment on 'the' day though there was the opportunity of 'actually' calling into the Surgery and obtaining one. Gerry also asked if it was possible to book an appointment a week in advance, Chris said it was.

Chris said the Practice was also looking into the possibility of a new telephone system and would provide details once this had been agreed etc.

Dr Abbasi said the Waste Champion was highlighting the over ordering of Prescription thus ensuring doors were not out of date and therefore no longer safe. Ordering Paracetamols etc by Prescription which could be purchased at any Supermarket etc.

Gerry said he would put something on the Practice Website and Grant also mentioned a Website he could go onto. **Action: Gerry**

Care Navigation: When patients contact the Practice and the Receptionists ask questions about why they are requesting an appointment although they don't have to provide this information it does help as the Receptionists could suggest another service or person that would be more suitable.

Again Gerry said he would put something in the Newsletter to identify this and asked if the Surgery could write something and pass it onto him. **Action: Practice**

Dr Abbasi mentioned booking online for appointments and prescriptions could help with the telephone issue except for emergency appointments needed that day.

Date and Time of Next Meeting: Monday, 4 June 2018 at 6pm