

**Patient Participation Group (PPG)
Minutes of Meeting
28th January 2013 at 7.00pm at Glevum Surgery**

Present:

Ian Robertson, Practice Manager
 Joyce Yhnell, Reception Manager
 Dr Pack, GP
 Graham Wightwick, Chairperson
 Patrick McCann
 Mike Anderton
 Trevor Light
 Mavis Boulton
 Jane Schuck
 Chris Rogers
 Judith Coney-Jones

Apologies received:

Hilary Tierney

Minutes: Jane Schuck

The meeting commenced with Ian welcoming Judith to the group	
The minutes of the last meeting had been read and agreed.	All
<p>Care Quality Commission Update The registration has been submitted and the practice has been accepted as a provider. This starts on 01/04/2013. There will be an Inspection following this date but the surgery should be given 48 hours notice for this to happen. It is a 2 year rolling programme. The staff have been working on protocols and safeguarding over the last couple of weeks.</p>	
<p>Practice Survey Update - Copies given to everyone at the meeting. A good response for this. These were handed out to patients when they attended the surgery. Also they were sent out by E mail, this however had a poor response. The questionnaires were given out over a 6-8 week period. The disappointing survey results were due to the difficult last 12 months due to GP and reception staff shortages. The new touch screen has been used more although there have been a few hiccups with this but is being worked on. There is a reflection in the system now it has been changed. Ian was getting 2-3 complaints per day during the summer but now since Christmas he has not had 1 complaint about appointment availability. The Triage System is proving to be working very well with a Nurse, GP and HCA on call each day. The surgery has taken on more bank receptionists to help with the heavy workload. The eight sessions from the new GP, Dr Hewer has made a difference. The waiting times to see a named GP is down to 3 weeks from 6 weeks. There are also occasionally appointments left at the end of the day. The automated system does not allow you to book telephone appointments, this is due to the nature of the patients query.</p>	

<p>The question was asked why the receptionists ask what the nature of the problem is when patients ring in, this is so the receptionist can signpost the patient to the correct person.</p>	
<p>Building Extension Update The price has been agreed for the land. Solicitors are moving forward on the legal side of things with the PCT Commissioning Board for fine tuning of costs. There will be a discussion with the partners of the practice Re St Michaels and the Wheatway Surgeries. Once the extension is built there will be more community based things. Once the architect has finalised his work there will be open events. The practice is taking new patients from the Coopers Edge Estate, although the total list size has only increased by 300 patients in the last 3 years.</p>	
<p>Customer Service Presentation Joyce showed an Organisational Expectation of Front of House Staff in Customer Service Presentation to those of us present at the meeting. This showed how Joyce would like all the reception staff to work. Joyce has a training session booked with all reception staff Re this.</p>	
<p>AOB Graham gave handouts that he had received from the Gloucestershire Link meeting that morning. He was disappointed that more people did not attend from more surgeries (PPG members). The meeting stated that maybe there should be a Carer on the PPG groups. It was also said that there was a need to make patients more aware that there is a PPG for the surgery. All non clinical issues to go to Graham. Perhaps we could do this by E mail, newsletter.</p> <p>The results of the GP validation that was carried out as part of the patient survey are still being analysed.</p>	
<p>Date for Next Meeting Monday 8th April 2013 at 7.00pm at Glevum Surgery</p>	