

Minutes

Hadwen Medical Practice

Patient Participation Group Meeting

14th January 2016 at 7pm

Members present: Ian Robertson (**Chairperson in the absence of Pat McCann**) Cheryl Charsley , Graham Wightwick, Judith Coney-Jones, Chris Rogers, Suzanne Donnelly.

In attendance: Joyce Yhnell (**Reception Manager**), Natasha Newman (**Administration Manager**), Dr Susan Young (**GP**)

Apologies were received from Pat McCann, Andy Kirby, Deborah N Ssenabulya, Trevor Light

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| 1 | <u>Introduction to new committee members:</u> No new committee members attended |
| 2. | <u>Minutes from last meeting</u> E-consultations – Ian had sent out an email with a link to all PPG members. No feedback was received. The general consensus was that e-consultations would not work. Feedback from GPs was that it wouldn't be something they could trust and it would lead to duplication of work, therefore they have decided not to proceed with E-consultations. |
| 3 | <u>Building Update</u> Since the last meeting, planning was eventually approved at the end of November. There were no objections. The next phase is to look at the internal layout and flow of the extension and existing building. 6 staff members (2 GPs, Management Partner, Reception Manager, IT Manager and Lead Nurse) went to 3 newly built practices to fact find about what works well and what doesn't work well. There will be workshops held within the surgery for staff to look at the layout and make suggestions. Ian asked the PPG members if there was anything that they feel would be beneficial in the new build. Suzanne commented that we should look at the build from a disabled person perspective. The start date of the build is likely to be late spring/early summer. |
| 3 | <u>Winter Resilience Appointments</u> At late notice the CCG has provided funding for additional appointments to be provided during the week and at weekends in January, February and March. The practice will provide 34 GP appointments at the weekend. We are also able to provide 44 additional appointments during the week, however these will be reliant on being able to find locum GPs to cover the clinics. |
| 4 | <u>Newsletter</u> The surgery newsletter is sent via email to approximately 2000 patients. All patients with an email address are sent the latest newsletter. Ian asked for suggested items for the next Newsletter. Judith mentioned about having a section about Online services, explaining how this has now moved to a difference server, for patients this means they will have to create a new password. Cheryl suggested it would be useful to have a section on services provided for carers. Ian suggested a segment on unattended appointments in the next newsletter. With regard to DNAs (Did Not Attend) the practice has worked extensively on lowering the amount of wasted appointments. More attention was placed on unattended |

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| | Nurses/HCAs appointments as well as GP appointments. A dedicated telephone line for cancellations is also now available and text messages are sent to all patient who DNA. As a consequence of these changes, numbers of DNAs have reduced. |
| 5 | <u>GP Changes</u> Dr Aston will be leaving the practice at the beginning of February. Dr Joanne Girdler will replace her at a date to be confirmed. |
| 7 | <u>AOB:</u> Graham raised the issue of notes from the GP on repeat prescriptions. On some medications it will read 'the GP decide if more tablets will be issues'. Dr Young explained that the doctors will allow a number of prescription issues and then a medication review is needed. The doctor has to look at the patient notes to ensure that the condition is stable before issuing more medication. The note on the prescription is to prompt the doctor to look at the patient's notes. |
| 8 | <u>Date of next meeting</u> 21 st April 2016 at 7pm. |