

## GREENWOOD SURGERY

### Action points and notes for Patients Participation Group meeting Tuesday 11<sup>th</sup> July 2017. 13.00 closed 14.50

**Those Present:** Linda Denston, Bob Denston Trish Hughes, Audrey White, John Cormack, Graham Moulds, Julie Gillard, Ray Arthur, Bill Lewis, John Phelps, Audrey White, Peter Wyatt, Karen Bache, Janet Wade, Sian Turner PM, Ian Gillard (Chair)

Guest: Gill Hubbert

1. Reviewed last minutes points 8<sup>th</sup> May 17) no issues outstanding that were not carried forward on this meeting's agenda.
2. Patient numbers currently stand at 5980c
3. DNA's
  - a) A text will be sent to all patients 24 hours prior to their appointment, reminding them of their appointment, Monday appointments reminders will be sent on the previous Friday.
  - b) It was also agreed that if a patient misses three consecutive appointments (without phoning/cancelling) they are then only seen at the un-booked surgeries and are barred from booking any further appointments for a period of **3 months** in order to stop them wasting time that patients who make every effort to attend could usefully use. Although Sian mentioned that we have very few if at all "serial offenders"
  - c) Regarding test results each patient is receiving detailed information following their test on how they can electronically and by phone obtain their results and any follow up required.
  - d) DNA's reduced in June, but a tad early to conclude the text reminder is having a positive effect.
4. The next CPPG meeting is yet to be agreed, at that meeting there will be a proposal that the CPPG is incorporated in the H&SCG sub group called the Task Force; further details on the activities of the Task Force to follow in due course.
  - a) The town council, for want of a better name, liaison officer with the HC&SG is Ashley John.
5. Next PRG meeting that John P will attend is the 18<sup>th</sup> July the group gave John a number of questions they would like asked at the meeting: Future of health care clinic (e.g. Virgin involvement) Monies saved from closure of the practice.
6. Donation monies in deposit account stand at £13,461, it was agreed that no further fund raising activity would take place until balance is reduced. It was suggested any further fund raising activity would be on an "item" need to basis.
  - a) Well done to John P for organising pilfer proof collection jars for the reception desk.
  - b) JC/ST to explore with Greenwood bank the idea of having a contactless card system in reception.

7. Tracey Aquino continues to advise regarding FOI request regarding Greenwood funding.
8. Gill Hubbert gave the group an update on her lobbying activities on behalf of Greenwood funding situation, the group congratulated and thanked Gill for her efforts and perseverance.
  - a) Gill has also supported Greenwood regarding resilience funding and vulnerable surgery funding opportunities.
9. Sian will be attending a “lighthouse project” meeting in the next couple of weeks and will advise the group at our next meeting if anything comes from it.
  - a) Next CQC audit due in August, support will be drafted in to help.
  - b) Staffing levels, with the exception of a Frailty Nurse is up to date, although all the Greenwood team are under significant pressure regarding their workload. Dr John floated the idea of “out of hours” nursing support (in order to be able to offer more appointments and relieve the pressure on the rooms.).
  - c) Dr John to supply IG with the childhood emergency instruction service (for young mums) details. See: <https://www.daisyfirstaid.com/>. This might be suitable for a meeting in SWF to which all young parents are invited.
  - d) Dr John updated the group on developments/plans not previously covered by Gill. It’s time to “get serious” about plans for the future.
10. BL raised an issue regarding staff names, ST has updated the web site with new staff names. Time permitting Dr John advised this type of thing could be included in a newsletter type circulation.
11. Item AOB:
  - a) PW raised an issue on behalf of Lisa K regarding district nurse support, Dr John advised the process was not as simple as it used to be. BL to supply LK with Provide contact details.
  - b) Bob D asked about the new drug driving regulations.
12. Next Meeting Tuesday 12<sup>th</sup> September 2017. 13.00 to 15.00 upstairs waiting room Greenwood.

### **Annual General Meeting:**

The above general meeting was followed by an AGM at which it was decided that:

- Ian Gillard nominated and therefore continues as chair.
- Direction of travel of group and their activities to continue.

Ian Gillard Chair