

## GREENWOOD SURGERY

### Action points and notes for Patients Participation Group meeting Tuesday 12<sup>th</sup> September 2017. 13.00 closed 14.45

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

Guest:

1. Reviewed **last minutes** points 11<sup>th</sup> July 17 no issues outstanding that were not carried forward on this meeting's agenda. BS offered to update Greenwood web site with last minutes and keep updated once final edition has been circulated to the group for each of our subsequent meeting.
2. **DNA's** Levels have reduced slightly, but are still seemingly high; ST made the point that a % figure compared to all appointments would be helpful. ST to discuss DNA levels with Brickfield and Kingsway for further comparison. Also surgery rules to be posted on web site and Greenwood FB page; numbers to be posted on surgery notice boards.
3. **Patient test results:** It is felt that the online system is somewhat clumsy and difficult to register on, however patients are registering 238 in last six months, but more needs to be done to encourage registration. Couple of thoughts was to ask receptionists to mention when patients phone in for results, in addition to send out an e-mail to patients with a quick start up guide. System does not lend itself to booking appointments as only a small proportion of available slots appear on the system app 20%.
4. **Donation monies** in deposit account stand at c£12k, 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. ST to review idea that a Saturday clinic (commuter type surgery) Pharmacist\* (\*currently surgeries held Monday, Wednesday & Friday) and Counselling sessions are funded from the donation pot. The jars have so far raise £175 plus. LD met with Barbara Warner who has a wealth of experience regarding fund raising activities and has offered her voluntary support in the future.
5. JP gave an update and circulated minutes for the last **PRG** meeting 18<sup>th</sup> July. There was some time spent at that meeting on the Lighthouse project, which by the CCG's own admission has stalled. There was no mention of the Sainsbury development. ST is attending a meeting in the near future and will update the group with any news on this project. Next PRG meeting that John P will attend is on the 19<sup>th</sup> September, JP asked individuals for any questions that they would like him to table asap please.
6. Pleasingly the **Neighbour Hood plan** included a fair amount of info regarding health care. Proposed further new surgery if new houses go ahead. From comments posted it is clear the vast majority of attendees do not support the idea of an out of town surgery.
7. A draft TOR and structure chart for the newly named **Patients Task Force** (formally CPPG) was circulated, if anyone has any questions please forward to IG who will endeavour to answer, or obtain an answer!

8. The next **HC&SG** public meeting will be held on the 27<sup>th</sup> September at 6.30 in the church in the town. The presentation will be on Cancer and cover prevention, treatment and end of life.
9. The recent **CQC** audit on the 23<sup>rd</sup> August went well and a GOOD was awarded across the board, well done to all involved. No apology has ever been received from the CQC following their visit in 2016 at a time when it was explained to them that patients were put at risk. Further details will be passed on to the CQC when the final version of the latest report has been agreed."
10. Supported by Gill Hubbert £11400 was raised for the surgery through the **Resilience/Vulnerable** funding scheme. Well done all.
11. A reply has now been received regarding a **FOI** request on previous resilience funding criteria. Tracey Aquino continues to advise. JP still awaits a response regarding his request for SWF funding info.
12. ST/BS working on email patients news letter
13. Item AOB:
  - a. BL asked for an update regarding **new team members**. ST has/will 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.
  - b. IG voiced concern at the new **Calculating Quality Reporting Service** that all surgeries have to adhere to and what information is going to be extracted from the surgeries system.
14. Next Meeting Tuesday 14<sup>th</sup> November 2017. 13.00 to 15.00 upstairs waiting room Greenwood.

Ian Gillard Chair