

GREENWOOD SURGERY

Patients Participation Group meeting minutes Tuesday 17th April 2018 1pm-3pm

Those Present: Linda Denston, John Cormack, Sian Turner, Bill Lewis, John Phelps, Gill Hubbert, Ray Arthur, Karen Bache Ian Gillard, Julie Gillard

1. Reviewed last minutes (30th January 2018) no issues outstanding that were not carried forward on this meeting's agenda.
2. **DNA's:** It was agreed that the group will continue to discuss at each PPG meeting.
 - a. Sian T advised that reception is actively updating patients contact details.
 - b. Unfortunately there seems to be no set format for recording DNA's across the NHS so bench marking is difficult.
3. **Donation monies:** Sian T will draw up a total list of equipment and its uses and items paid for by patient donations and place on the PPG section of the Greenwood web site.
 - a. Dr John to look at the feasibility of a Greenwood article for the Focus with above list, Bill L offered to help write the article.
 - b. It was agreed that further fund raising will take place when a particular need arises.
4. **Patients Representative Group:** John P was unable to attend the last PRG meeting and as yet no minutes have been circulated.
5. **Patient Task Force:** It was agreed to continue our support for the Patients Task force activities.
6. **STP:** Linda D and Ian G updated the group regarding the follow up meeting (to the 8th March public meeting) held earlier in the day with Dan Doherty MECCG, main points of discussion were the new build surgery and SWF health care funding.
 - a. Ian G to circulate minutes once received.
 - b. Ian G to supply Dan via PTF list of services currently offered by the three surgeries and the clinic.
7. **New Build Surgery:** Target date for opening March 2019.
 - a. All three surgeries will be accommodated within the new build.
 - b. Further meetings to take place with MECCG regarding services etc
8. **Instructions on prescriptions:** Sian to take a further look at patient info on prescriptions, a suggestion was made that the only detail required is the date of the patients' next meds review or how many repeats are available.

9. **Test results:** Both online and over the phone seem to be working well.
 - a. Receptionists are now giving out normal test results to patients, which have freed up HCA and nurses time.
 - b. The new password system “TASK” is working well and helps reception to point the patient in the right direction.

10. **RCGP Report:** Dr John is working his way through this document and will reply to it in due course.

11. **AOB:**
 - a. HSCG public meeting to be held 25th June regarding residential care, frailty and care of the elderly.
 - b. Dr John raised the ACE diabetes prevention programme, which is a great idea but has issues for patients being referred given the lack availability of out of office hours consultation appointments.

Next Meeting Tuesday 26th June 2018 1-3pm

Ian Gillard Chair 26th April 2018