

GREENWOOD SURGERY

Patients Participation Group meeting minutes Tuesday 30th January 2018 1pm-3pm

Those Present: Linda Denston, Bob Denston, Trish Hughes, John Cormack, Sian Turner, Bob Spence, Graham Moulds, Bill Lewis, John Phelps, Gill Hubbert, Ray Arthur, Janet Wade, Karen Bache (part) Ian Gillard, Julie Gillard

1. Reviewed last minutes (14th November 2017) no issues outstanding that were not carried forward on this meeting's agenda.
2. **DNA's**
 - a. Seem to be stuck around the 14 per month per 1000 patients, Ian endeavoured to obtain a bench mark from the MECCG, but their figures were somewhat meaningless. However the population for the MECCG catchment area is estimated at 808,000 divided by MECCG DNA's during October of 12000 this equates to nearly 15 DNA's per thousand patients, our running rate is currently 14.
 - b. Sian will try a different route, to establish a more accurate bench mark so we can better understand how the surgery is performing in this area versus others.
 - c. Sian T suggested we move from the current 7 week window to book appointments to one of 4 weeks.
 - d. Receptionist to double check patients' correct mobile numbers are on the system.
 - e. Bill L suggested the PPG call offenders to ask them why they have not attended, concern was voiced regarding confidentiality.
3. **Donation monies:** The current balance on the donation account is over 12k.
 - a. The following have been recently purchased a Spirometer which cost £1510 and a scanner which cost £365
 - b. The following suggested purchases were discussed and agreed by the PPG 1. A Nitrous Oxide monitor – to assist in diagnosing asthma patients and 2. A 24hr ECG machine this will enable patients to receive the test more locally. 3. New seats for the waiting area.
4. **Patients Representative Group:** John P gave an update regarding the last PRG meeting John P to circulate his notes. No news from the PRG regarding the new surgery development.
 - a. Seemingly the MECCG forgot SWF in their hospital public consultation process they are running, this has now been rectified with a date of the 8th March being set, details to follow.
 - b. It's understood Pharmacy2U failed a CQC audit twice.
 - c. Very little detail on 7 day surgery opening and how it will be funded.
5. **Patient Task Force:** The 3 chairs of the surgeries have met to discuss PTF activities in 2018, it's felt that the new surgery is the biggest issue/opportunity facing the town. The group will be meeting with the practice managers in April when more is known regarding timings etc.
 - a. As discussed please forward any ideas you may have regarding engaging the town folk in the process to Ian G asap.
6. **New Surgery (Sainsbury):** It's understood that the developers have so far been unable to secure a meeting with the NHS, also see points 4, 5 and 7.

7. **Future of the Clinic:** Sian T distributed a list of services currently offered by the clinic, these have been reduced, but are still relatively comprehensive, it is presumed that these facilities will be moved to the new surgery (Sainsbury's) when opened.
 - a. The midwife system is working well, but Dr John voiced concerns at the District nurse situation.
8. **Lighthouse Project:** Seems the light has gone out on this project for the time being, John P to establish at next PRG.
9. **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.
10. **Test results:** Both online and over the phone seem to be working well. Receptionists are now giving out normal test results to patients, which have freed up HCA and nurses time.
11. **Vulnerable Surgery:** Awaiting final report. Linda had a meeting with John Whitingdale MP, while sympathetic to our plight there is little he can do, but to rattle a few cages on our behalf. Finances for the current tax year look positive due to a couple of one off payments, particularly for the integration of patients from The Practice. This is not the case going forward.
12. **New Team members:** Karen Simkins Nurse Practitioner and Fatai Popoola Independent Prescribing Pharmacist.
13. **AOB:**
 - a. Ian to drop a line to "virtual" PPG members that currently receive info but don't attend meetings to see if they would still like to be included.
 - b. Bob raised the issue of the NHS directive of having WI-FI installed and the costs involved
 - c. Public meeting to be held on Monday 5th February regarding mental health services.

Next Meeting Tuesday 17th April 2018 1-3pm

Ian Gillard Chair 31st January 2018