

HIGHCROFT SURGERY

Patients' Participation Group

Minutes of the Meeting held on Wednesday 13th January 2016

Present: Chris Foster (Chair), Jacqueline Anthony, Michael Anthony, Helen West, Brian Fisher, Pat Fisher, Peter Pelling, Bernadette Cocking, Ted Cocking, Jacky Bucknell, Jo Croft (Practice Staff), Arnold Harris.

- 1. Introduction** The Chair welcomed everyone. Members present introduced themselves.
- 2. Apologies:** There were no apologies.
- 3. Minutes of the last meeting:** The Minutes of the meeting held on Wednesday 13th December 2015 were approved as a true record.
- 4. Matters Arising** AH reported that he had sent the sum of £274-26, raised by the PPG on the occasion of the Saturday Immunisation morning, to the Macmillan Cancer Support. The receipt has been handed to the Practice, who kindly provided the cheque for the donation.
- 5. Chair's Report**
 - 5.1** The Chair gave a report of a meeting with Practice Staff.
 - There is now a new rota for staff working mornings. This should help with booking procedures.
 - The Practice has currently 9 reception and backroom staff and hopes to recruit to a full complement of 14.
 - The clinical staff comprises four partners, three part-time doctors and a registrar.
 - The practice is seeking to recruit nurses to replace those who have left or are about to leave.
 - A health care assistant is to join the Practice shortly.
 - 5.2 Practice Response Log** (see lists attached)

Additional comments noted:

 - It was suggested that reception staff ask for the names of patients at the outset so that any age/medical or mental health conditions can be taken into account.
 - The addition of an X ray machine on site is subject to the availability of finance.
 - Local Practices are considering the establishment of a Saturday 'walk-in' surgery.
 - Chair will search out a diagram of 'service provision'. This is determined by the CCG.
 - The new system of repeat prescriptions introduced on December 18th is causing some problems.
 - 5.3 Website**
 - PPG section of the website will include an Introduction and the formal constitution.
 - The Website is to be updated shortly.
 - 5.4 CQC Inspection**
 - This inspection of the Practice is overdue.
 - Our Chair will make a presentation and there will be an opportunity for members of the PPG to attend a meeting.
 - The meeting was made aware of a Civil Service Paper entitled "Illuminating the N.H.S."

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5.5 The A.G.M. of the Highcroft Surgery Patient Participation Group

- This will take place after the Inspection.
- To encourage patient participation, Chair can arrange a talk by PALS.
- Nominations for officers of the PPG, to be elected at the AGM, can be given to Jo Croft at the Practice.

6. Triage

- The term Triage is no longer in use.
- Chair has amended the diagram of Patient Care Facilities

7. You said.....We did

- The Practice responses-see attached lists

8. Members' Feedback

- There are difficulties in booking online.
- There are not enough appointments on offer and these are usually for weeks ahead.
- This creates problems regarding the making of appointments for routine health matters and continuity of care.
- The Practice hopes to provide more personal information online. This may include results of tests and other information. However, this does present a problem of presentation in understandable terminology.

9. Date of Next Meeting

Subject to confirmation, the next meeting will be on Wednesday 10th. February