

Guildowns Group Practice Patient Participation Group

Minutes/Action notes

Meeting held - Thursday 23rd March 2017 1- 2.30pm, Wodeland Avenue Surgery Meeting Room.

Chair: Wendy Parker (WP), Deputy Chair: Ginny Willis (GW)

Present:

Dr Betty Beeharry, GP Partner, Guildowns (BB)

Robin Forward, Practice Manager (RF)

Susan Mckenzie, Deputy Practice Manager (SM)

James Andrews (JA), Practice Pharmacist

Steering Group: Tom Key, Pat Millar, Fiona Davidson

Apologies: Bernice Grundy, Karen Higgins

	Discussion and new actions	By whom	Notes /Action(s)
1.	Welcome and introductions to New Practice Manager, Chair, Deputy Chair and Steering Group members	WP	
2.	Discussion about PPG organisation: <ul style="list-style-type: none">- It was agreed the PPG should seek to have representation from each of the 4 sites and from various patients groups, using the CQC grouping as a starting point- Future meetings. These will occur 4 times a year & alternate between lunchtime and evening to allow more people to attend	WP	Update PPG ToR accordingly
3.	Practice update: CQC, Strategy & way-forward. RF reported that the issues raised around patient safety raised by recent CQC inspection have now been addressed. It was suggested this was noted beside CQC report on website and disseminated to patients in the Practice RF reported that the Practice were actively trying to reduce Doctors' non-clinical workload by training other staff to takeover some tasks.	RF	Communicate to patients
4.	New CCG policy on synchronisation of regular medication for long term conditions. Pharmacist gave a short talk on how they are doing patient medication reviews with the aim of regular	RA	

	medication being issued on 1 prescription. JA asked for feedback around what the group thought of being contacted by the practice pharmacist. Key points were around notifying practice that review was taking place and being considerate around patient availability when contacting by telephone & how the review is introduced.		
5.	<p>Other issues raised:</p> <p>TK: GMS contract, GP retention scheme, Extra Hours Scheme</p> <p>FD: Behaviour change interventions in the Community – there appears to be patient dissatisfaction with these service, particularly around Stroke services.</p> <p>PMN: FD will try and attend CCG Stroke Service reorganization event and feedback to PPG.</p> <p>RF: possible Autumn event to dissemination information from Practice to patients and also, get patient feedback</p>	PPG SG	
6.	<p>Appointment system:</p> <ul style="list-style-type: none"> - Ongoing issues - Increasing online usage 	RF/SM	Carried over from Nov meeting
7.	<p>Providing information to patients: website update</p> <p>It was generally thought that there needed to be more transparency around what was going on with the Practice and patients would benefit from more information.</p> <p>JA suggested a ‘you said’, ‘we did’ process so that patients are explicitly told what has happened to their concerns.</p>	RF/SM	Carried over from Nov meeting
8.	Date of next meeting. Note: new time Thursday 15 June at 7pm – 8.30 pm	WP	