

## **Agenda for PPG meeting 1.2.2018**

***Please can all attendees be aware that this meeting is to discuss the practice and the direction the practice and patients wish it to develop. We cannot discuss personal, medical or individual issues due to Confidentiality. If you wish to discuss any issues, as above, please arrange a private appointment with either the Practice Manger or Doctor separately, thank you for co-operating***

Welcome to our first PPG meeting and I would like to thank you all for coming. The Practice is looking for input from the PPG as a whole or as a member, of this group, to help us understand how we can improve our practice for the benefits for all patients. We are hoping that with discussion with yourselves, that the Practice and yourselves can better understand how to achieve the best results on the resources available.

We hope these meeting become a regular event with everyone benefitting from the discussions.

**To start today we would like to tell you a bit about the recent changes we have been though as a practice and our plans for the future:-**

Dr Thanda has retired and we wish her the best.

Dr Dasu has taken over the practice and he has worked here for several years on a part time basis but is now working full time.

Also we now have Dr Heba who is coming in twice a week and we are hoping to extend this as time progresses.

Our Nurse who you all know is a highly qualified Advanced Nurse Practitioner who can treat “minor ailments” and also issue prescriptions.

### **Forward Plan**

This is where we would like your help and suggestions.

### **Our Vision**

Room Space/Capacity

Clinical Staff

**What is your vision?**

### **Feedback**

### Attendees

Dr A Dasu  
Kath Wild  
Jacqueline Vella  
Pauline Allen  
Fiona Cope  
David Livesey  
Firyal Atchia

The 1<sup>st</sup> official PPG meeting was held on the 1.2.18 at 12pm. It was attended by the above and an active discussion took place.

Dr Dasu started the meeting by explaining that Dr Thanda had retired and that he had taken over as the GP. He explained what the plans for the future are and how we would like the PPG input into how to achieve the best outcomes for the practice and the patients.

FC – mentioned the fact that at 8.30am the telephone lines are very busy and there is difficulty getting appointments. All the other were in agreement with FC statement and a discussion was had  
Dr D – explained that the system was at present the best and equitable way to work but as more clinicians come on board the practice would be looking at having appointments that could be released the day before. It was also explained that you can prebook appointments and that the practice had recently done an Audit on available appointments and would continue to audit to see if there are any trends emerging.

This lead onto a discussion about the number of phone lines the practice has and although we can have more lines we will need more staff to man them

Dr D – explained that we had already changed the way the surgery is staff ensuring that there are 2 members of staff on at 8.30am when the appointments are open. It was suggested that we leave the answer message on until 8.30 but it was explained to the group that this was contractual.

JV stated that because of the phone situation she would always come to the surgery for 8.30 to ensure that she has an appointment.

JV- requested that we could us a card system during the meeting so that everyone can be heard. KW will look into this for the next meeting.

Dr D – showed everyone the new practice letterhead and all agreed it was very professional except that it was pointed out the Family Doctor Association logo was too small. Dr D said he would remedy this.

It was discussed that the practice would be following the CCG Guidance and stopping 3<sup>rd</sup> party ordering of prescription. A date had yet to be decided but all the patients would be informed by letter. The group agreed this would be the best way forward.

FA – said that when the CQC come in she would like to meet them and other members of the group agreed. This would be welcomed by the practice and will let them know when they are next coming in.

JV – mentioned Health Watch and asked if they had been in, they had been in but it was 1 months ago.

Dr D mentioned that we would be setting up a website for patients to access and JV mentioned that not all people use the internet. It was confirmed that everything that would be on the website would be available in paper copies for those who wanted them.

The meeting closed with a consensus that the next meeting should be in about 2 months' time and that all would be informed with a minimum of 2 weeks' notice. It was also mentioned that if any one there know is interested it is open to all and patients can become as involved as the like.

Next meeting 22.3.18