Leen View Surgery

PPG Minutes – 2nd November 2017

**Attended By:**

D Juett

A Morton

R Jones

T Rose

J Woodward

B Duncombe-Moore

E Shaw

A Holden

L Simms

R Naylor

J Naylor

L Williams – Clinical Research Network

**Apologies:**

M Roberts

Lizzie Brain

Anne read through the committee terms of reference which were sent to all members of the PPG with the meeting reminder and minutes. The aim of this is to add structure to the meeting and set an agreed acceptance of behaviour within the meeting. All agreed it was a good addition.

The minutes from the last meeting were agreed.

The ordering of medication was discussed. All members of the PPG understood the reasoning behind the change. Suggested that the flyer be updated with ways that people can remind themselves to order their medication.

The Macmillan Coffee morning was a huge success, we raised £460 in total through selling cakes, tombola, a staff raffle and donating some of the money we have took over the past few years selling books.

Lisa Williams from the clinical research network then gave a presentation about the purpose of research and how to get involved, she also went through the studies which Leen View Surgery are involved with at the moment. The PPG found this interesting and were happy that we are a part of this important activity.

An analysis of feedback and patient surveys from April to September was then handed out for the members to read and comment on.

The highest negative comments were made regarding appointments, the PPG agreed that this was the main point which should be focused on as they too have experienced problems of getting an appointment. It was suggested that maybe booking appointments in advance would improve the service.

Debbie gave an explanation of the way things worked at the moment:

The majority of appointments become available at 08:00 each morning, these appointments include online appointments and those available at reception and over the phone. This does cause a huge surge off people trying to get through each morning which in turn causes problems with the phone lines. Debbie agreed to speak to the partners to give serious thought on altering our system to try and give patients better access. It was also stated that the longer that patients are able to book in advance the higher the DNA rate becomes, If it is decided that there will be a change in the system the DNA rate would need to be closely monitored.

As we now have 6 permanent GPs at Leen View Surgery it may now be more viable to alter the appointment system. The PPG members were pleased that our GP status was now more stable as this improves continuity of care.

Phlebotomy appointments were also a concern. Within the building there are 2 providers, ourselves and CityCare, one patient experienced being sent to the hospital after trying to get an appointment with both services. This will be brought to the attention of the partners and increasing the hours of our phlebotomy service is to be considered.

Overall the PPG thought that the surgery had improved over the past year and there was a lot of praise for the staff that work here. With continuing support it was thought that with hard work and determination the surgery would continue to improve.

Next Meeting February 8th 2018 at 2pm

Close of meeting