**Minutes of PPG Meeting – Monday 27th April 2015**

Present: Steph Celso, Jane Sprackman, Shirley Holloway, Alan Tomkins. Dorothy Wagstaff, Marion Anderson, Graham Seve, April Vinden, Peter Vinden

Apologies: None

Minutes of last meeting: Minutes agreed

Matters arising from minutes:

**CQC**

Feedback had been received and is now on the website with a link for patients to see.

**Friends & Family Test**

A report was now available and would be published on the website as well as within the Practice, possibly in the next newletter.

**PPG Network Meeting**

None of the group had attended.

**Extra Friday AM Surgery**

Steph confirmed that Dr Helen Pyke would be working with the Practice until the start of the school holidays in July and would hopefully come back in September, once the GPs had reviewed availability. Jane confirmed that some of Dr Pykes’s appointments were available on Patient Access. The GPs were constantly reviewing availability and the setup of clinics.

**Flu Campaign**

Steph reported that there would be a Practice meeting to organise the flu campaign for 2015/16 in the next few weeks. Members of the group asked how the flu clinics would be run. Too early to say at the moment, the practice will know more once we have had a meeting to look at last year’s campaign and how we want this year to run.

**Summary Care Record**

Steph reported that the Summary Care Record was now up and running with patients being encouraged to sign up for Patient Access, which would enable them to see certain aspects of the medical records.

**AOB**

Shirley Holloway reported favourably on her meeting with Steve Webb, Norman Lamb, CCG Representatives, GPs and Practice Managers at Thornbury Hospital.

Shirley also reported that she had attended the CQC Board Meeting where a petition had been handed in reinforcing the replacement of the Health Centre. She had received a wonderful reception. It was mentioned at the meeting of a new hospital at Frenchay and Thornbury to reduce bed blockers, and everyone was optimistic.

New Partner

Steph reported that the Practice was in the process of recruiting for a new partner/salaried GP. Dr Male would be reducing his sessions from 7 to 4 and Dr Thompson would be reducing his sessions from 7 to 6 and Dr Higgins was increasing her sessions from 4 to 5. The new GP would do 4 sessions a week with the hope that the right candidate would increase sessions as and when a GP retired.

There followed a general discussion amongst the group on rotas and how it would be advertised to patients.

Practice development Plan for this year

Steph outlined the Development Plan for the 2015/16 which had been discussed and formalised at the Practice Away Meeting in February.

**Partners achieving a better work/life balance**

Previously discussed

**Employ a Part time Partner/Salaried GP**

Previously discussed

**Better Care for Patients**

There followed a discussion on the Treatment Room and Nursing staff with regard to skills/training

**Achieve a list size of 5000**

Both Steph and Jane confirmed that we are still accepting patients and availability for GP appointments and Treatment Room appointments are constantly being monitored.

**Ensure that our Carers are being looked after**

Steph explained the service that the Practice currently offers with regards to helping Carers. Discussions followed on how the Practice will be actively promoting Carers this year and also the services available from the Carers organisation which had been outlined in a meeting that Steph and Jane had with Mary Bennett (GP Carers Liaison Worker). Mary was keen to attend a PPG meeting to speak to members and to help promote the Carers Week in June and also to run Carers clinics. The PPG members were keen for her to come in an

**More efficient ways of working for our staff and better care for our patients**

With Steph’s EMISWEB background she will be looking at efficient ways for the system to be used for the Practice

The current in house Intranet is being updated including the Practice policies and guidelines. A Member asked if policies and procedures would be put onto the Practice website, Steph felt that this was not necessarily appropriate, but advised that the complaints procedure and a new Zero Tolerance document had been put onto the website.

Steph advised that she was also looking into having a Facebook Page for the Practice to promote topical issues.

**Start using EPSr2**

Steph advised that there is currently a delay on using EPSr2 as all 3 practices in Thornbury need to start using the system together. St Marys St Surgery had only recently gone across to EMISWEB and therefore not in a position to use ELSr2 at the moment, to be reviewed at a later date.

Objectives for the PPG for the year

Steph asked the group members if they had any ideas with regard to objectives of the PPG for the year. There followed general discussions and one idea was “The positive Promotion of the Practice”, also a “New Name for the Group” and maybe “Change the Terms of Reference”

Patient Participation Awareness Week

Steph asked the members if they thought they could organise an activity or awareness for the week in June. Discussions followed and it was felt that the members could have drop in sessions whilst the GPs are doing surgeries to promote the group.

SG PPG Network

Steph would send the members a web link for National PPG leaflets which may be useful to the group. She would also send the PPG Network Meeting minutes to the group for them to look at.

Any Other Business

**Remote signing in**

A member of the group asked about the possibility of patients using a remote screen for signing into appointments. Steph reported and Jane confirmed that the idea of having a screen had been looked at and it was not feasible due to lack of space on the Reception Desk and the surrounding area. As a Practice we have a very small proportion of the reception desk.

**Out of Hours Service – Ring 111**

There was very good feedback about this service from a member of the group and members felt it may be good to promote the service more. It was confirmed that this was the correct number for patients to ring for GP advice out of hours rather than attend A&E which gets very busy. One member advised that she had been seen very promptly at Yate Minor Injuries on a weekend.

Date of Next Meeting

Meeting was closed at 6.15pm and the next meeting was arranged for Monday 29th June 2015 at 5pm, but this date would be confirmed by Steph nearer to the time. Steph thanked everyone for attending the meeting.