



# Your Surgery - Your Say

## Patient Participation Group Meeting - Minutes Wednesday 18<sup>th</sup> July 2018@ 1.00pm Kingstanding Circle Surgery

**ATTENDEES:**

- |                   |                    |                        |
|-------------------|--------------------|------------------------|
| Mrs T Martin (MT) | Mrs M Hammond (MH) | Mrs L Floyd (LF) Chair |
| Mrs S Perry (SP)  | Mrs M Carron (MC)  | Mrs M McDonnell (MM)   |
| Mrs V Turner (VT) | Mrs J Carron (JC)  | (Minutes)              |
| Mrs M Adams (MA)  | Mr J Brough (JB)   |                        |

<b>1.</b>	<p><b>APOLOGIES (LF)</b>          Mrs S Deakin (SD), Mr J Brough (JB), Roger Bayliss (RB)          Mrs I Maher (IM)</p>
<b>2.</b>	<p><b>MINUTES OF LAST MEETING (LF)</b>          LF went over the minutes of the last meeting with the group. Specific items were re-visited later in the meeting. It was agreed that Wednesday lunchtimes for future meetings was a convenient day/time.</p>
<b>3.</b>	<p><b>CAR PARK UPDATE (LF)</b>          Everyone who uses the car park is now required to sign in on the I pad at the surgery or pharmacy to validate they are using either of these. Text messages regarding the new car park system were sent out 3 weeks running so all patients would receive 3 messages. Members of public using the car park and going shopping would receive a fine from the company. The land is actually owned by the pharmacy &amp; a private car park company is being used.</p>
<b>4.</b>	<p><b>STAFF VACANCIES UPDATE (LF)</b>          A new HCA was offered the post but did not turn up as agreed.          Several nurse applications have been received. Surgery are still looking for 2/3 part time Admin/reception staff.</p>
<b>5.</b>	<p><b>EXTENDED HOURS SERVICE (LF)</b>          LF informed the group that a new extended hour's service would commence 01/10/18 based at the Oaks Medical Practice, Shady Lane. 12 Practices in our locality have joined the scheme to offer their patients appointments from 6.30-8.00pm every evening as well as</p>

Saturday and Sunday mornings with a Locum GP. Patients can pre-book these appointments and once we are fully booked on the day if any are still available we can offer the extended hours service. This should help relieve pressure on practices and offer patients more options to attend appointments particularly those who work full time. Those surgeries who offer their own extended hours at present would not be able to offer this from 01/04/19.

**6. FLU CAMPAIGN (LF)**

There are now separate flu vaccinations for the over 65's and those aged 18-64 who fall into an at risk category. Two separate Saturday morning walk in clinic's will be set up middle of September to cover both these groups. Text messages will be sent to all those who need to come in and it will be promoted in surgery.

**7. INDEPENDENT AGE UP-DATE (ALL)**

MA has requested information from Age UK. Leaflets will be sent to MA and once received the group can discuss an action plan to build up a patient profile to match with a suitable volunteer. If received by next meeting this will be discussed then.

**8. MACMILLAN COFFEE MORNING (ALL)**

This is one of the PPG actions for this year. IM will request a promotional pack from Macmillan and liaise with TM to arrange a coffee morning at surgery at the end of September/beginning of October 18.

**9. A.O.B. (ALL)**

LF shared with the group that herself and Dr Sahota have been visiting other surgeries in the locality to share best practice and learn from each other.

LF advised that if given the option the practice would keep our extended hours service however the funding was being taken away so this was not possible.

RB who could not attend the meeting asked if it was possible for nurse's appointments to be booked online. LF advised this was not available as nurses are not all trained in the same specialities and appointment times can vary from 10 minutes up to an hour.

LF expressed again that the work of the PPG was vital to ensuring patient influence. All the staff at the practice and the GP's (Dr Sahota & Dr Cassam) wish to say a big thank you to all members of the PPG group for their invaluable and much appreciated participation, continued engagement and support.

**YOUR SURGERY – YOUR SAY!!**

**Patient Participation Group 2018/2019 – Kingstanding Circle Surgery**

**To Be Held @ Kingstanding Circle Surgery**

Further meetings dates for your diary:

**WEDNESDAY 17<sup>TH</sup> NOVEMBER 1PM**

**THANK YOU SO VERY MUCH FOR YOUR KIND PARTICIPATION WHICH IS VERY MUCH VALUED AND APPRECIATED!!**

