

Minutes of Patient Participation Group on Wednesday 26th June at 17:00

Apologies: MW, KM, BJ

Present: Christine Sanderson (CS, Practice Managing Partner), Michael Land (MJL, Administrator), Sharon Crouch (SC, Practice Manager), Nicola Kaye (Administrator), BO'S, CO'S, CA, BW, MF, MMF, JS, JM

Previous Minutes

Minutes recorded as correct.

Welcome and introductions

SC introduced herself as the new Practice Manager who will be taking over CS when she retires; she has a strong background in training and ensuring delivery of care for patients.

CQC Review

CS explained that the Practice had a CQC review the same day as the PPG meeting. The review consisted of reviewing the current services of the Practice as well as 'soft' intelligence data e.g. national patient survey results, complaints, QOF, etc. The review had gone well and the Practice will have its next full CQC visit before 2021.

Staff changes

The group felt there was no longer clarity on which staff did what / specialisms.

- Dr P Mooney – dermatology (skin), diabetes, minor surgery, contraception
- Dr J Walsh – palliative care, pain management, dementia, cancer
- Dr R Harding – contraception
- Dr A Banerjee – musculoskeletal (MSK – joints and muscle problems)
- Dr E Still – contraception
- Helen Wright – respiratory, ear treatments, minor illness
- Anne Smith – diabetes, wound care
- Sarah Cree – diabetes
- Louise Cotterill - respiratory
- Kirsteen Briscoe – respiratory
- Julie Thorpe – diabetes, respiratory
- Louise Targett – diabetes, weight management, learning disabilities

Primary Care Network

CS explained the networks the Practices had been working informally in were now being formalised by virtue of contracts issued by NHS England to bring General Practice more into the community to help link up with other services (e.g. voluntary sector) to tackle social issues as well as health. CS noted that it is early in the development and the requirements are being worked out – though there is motivation to move on with small projects which will have benefits to the local communities. The Practice will share more information as it develops. However, if the members have any links to local organisations that they feel would be willing to join the network, then to let her know.

Care for a Cuppa

CS described an event organised by herself and SC for carers to come into the surgery on a Saturday morning to gain access to the various support services available. As part of the preparations for CQC review, CS and SC had made a concentrated effort on improving the Practice's role with identifying and supporting carers.

Appointments

The group felt there was still confusion over access to appointments. CS agreed, noting that there are still on-going issues with communication over what is available to patients and how the office was managing appointment access. CS added she was looking into how it can be improved and would update the group at the next meeting.

Any other business

None recorded.

The next meeting will be **TBC**