

Hugglescote Surgery

PATIENT PARTICIPATION GROUP MEETING Minutes

Date: Tuesday 23rd June 2015

Time: 5-6.30pm

Venue: Health Promotion Room

Attendees:

Bob White, Mick Bates, Rosie Ryder, Alan Ryder

For the practice:

Keleigh Atkin

Apologies:

Joy White, Sue Gillespie, Sheila Forgham,

Item	Issue	Action	Owner
1.	Introductions		
2.	Feedback from Sue Gillespie	To be carried forward to next meeting	SG
3.	Telephone Triage – an update was given on the work undertaken as part of the Productive General Programme series. A review of our appointment system had taken place and following a staff meeting last week it had been agreed to make some changes to the appointment system. All urgent requests for same day appointments will be asked to speak to a GP who will advise on the best course of action based on clinical need. All present felt this was a positive change	Further update to be received at the next meeting	KA
4.	LLR NHS Alliance PPG representative – a patient had requested a nomination for this position. It was agreed to support with details of fact and to invite patient to attend meeting to give some feedback	Invite patient to attend PPG	KA
5.	<p>Nursing Services</p> <ul style="list-style-type: none"> • Zoe Brown is our locum nurse • Sarah Ward is still undergoing further training in primary care nursing • Nikki Parker started recently and is working through her induction at the practice • Travel vaccination appointments – the surgery is reviewing this service and whether, given the nurse appointment constraints, we can continue to offer the private element of our travel vaccination service • Dressings – currently the surgery is seeking clarification along with other local practices as to what constitutes a complex dressing as some of the work we are now expected to undertake from secondary care is outside our Practice Nurses scope of work and also requires more frequent schedules of appointments as well as 		

	them being long appointments		
6.	<p>Surgery Update</p> <ul style="list-style-type: none"> • Dr Noble is now on maternity leave and Dr Elphick-Moore is covering her absence • Self Check-in is now installed • Room conversions, extensions, parking are all being explored by the practice as part of the review with housing developments. Parking is a continual consideration although additional cost to resurface the area at the front or to purchase further land is not possible at present. It was asked if staff could park in the layby however as this land was not owned by the practice it is inappropriate to enforce/encourage staff to do this 		
7.	<p>Patient Question Time – an opportunity for patients to raise any questions to the practice team</p> <ul style="list-style-type: none"> • Telephone system – a question was raised about the effectiveness of our telephone system. We encourage people who do not require urgent attention to call later in the day as the phone lines are busier in the morning. As part of the move to telephone triage we will be reviewing the capabilities of our telephone system. • Masks for coughs and colds – these would be issued during a flu pandemic for staff. If required patients are able to purchase their own • Hand dispenser need self check-in – on review the risk associated with this is minimal and a hand dispenser is supplied on front desk if required 		
8.	Date and time of next meetings: 22/09/2015 5-6.30pm	Information	