

PRG Meeting Thursday 5th September 2019

Meeting led by: Julia Bowyer, Practice Manager

Attendees: Iain Geddes

Apologies: Ian Clark

Taking Notes: Catherine Bradley, Bianca Garrigan

Julia opened the meeting at 11.05am, welcoming all present and informed the members that Bianca will be taking over from Catherine at the next meeting , which will is planned for 10th December 2019 at 11.00am.

Julia mentioned that significant progress has been made with regards to the appointment system.

Self-Check-in terminal in reception and new TV monitor also promoting healthy living.

Some of the reception staff have been trained to take over some of the admin time which was allocated to HCA's and AP's. By changing the structure of the Nurses Team we have been able to create an extra 48 appointments per week and freed up time with our Practice Nurses for minor ailment appointments, which will hopefully free up more GP appointments. We are also able to offer our patients appointments with other local surgeries at this point it was mentioned that some patients felt uncomfortable that their information is shared to other care settings. It was explained that before any appointment is confirmed consent is taken from the patient. Currently new patients coming in to register at the practice, sign to agree to share their data. Patients will receive new Proxy forms in order to opt in or out of sharing info with other practices. Patients will also be able to this online.

We now have a Patient Participation Group notice board in reception. In order to develop this and promote PPG it was suggested that we have photos and/or names on the board of current members. Julia is currently in the process of creating a PPG pack for patients.

At the next meeting we will discuss some dates for PPG members to come into the surgery to actively promote the group and hopefully attract some new members.

We currently have collected £288 from the PPG Book fund. Julia explained that there are a lot of patients needing to borrow a Blood Pressure machine to check their BP at home, so it was agreed to spend some of the money on 3 Blood Pressure machines for patients.

Further to the last meeting agenda point regarding merger of CCG. We now have a Membership Ballot pack with letters of support. The Partners are still in conversation whether to agree to merge and opt to go into 1 CCG.

Julia has applied for a Grant for building works and have submitted 3 quotes to CCG and NHS of England . Planning permission has been applied for to close the side entrance and open out at the front of the building facing the road with a glass entrance porch and ramp giving disabled access. There will be new signage over the doors to promote the surgery. The partition wall in reception will be removed to open up more space. The landlord is happy with the proposals and has given his permission.

There have been a few improvements to the building recently. The outside of the building is being painted. We have had new more efficient boilers installed. There has been a new CCTV camera installed overlooking the side of the building and the carpark.

Fire point notices have been put up and car parking spaces have been moved and are now clearly marked. The fire brigade has been in this week to check the building is compliant. New tenants have been found for the upstairs offices.

Meeting closed at 11.35am.