

# **Friarwood PPG Meeting 27<sup>th</sup> August 2013**

**Present:** Kevin Duggan – Practice manager, John Nye chair, Brian Chappell, Gordon Mullis, Jeff Allinson, Ian Thompson, Anne Tollick.

**Apologies:** Paul Windeatt, Ann Jones, Sonia Atkin, Dr. de Dombal.

**Minutes:** approved and seconded by Jeff and Gordon.

**Target Day:** Wednesday staff training day was mentioned as a time for PPG members to meet all the Practice Staff. The 16<sup>th</sup> October was put forward provisionally and will be agreed with the partners for the PPG next meeting.

**Role of the PPG:** Some members were unsure what the role or need was. Kevin assured the group that they were vital as:

- a. a sounding board.
- b. Putting forward the patient's views, comments, constructive criticisms etc.
- c. Would help represent patients when the C.Q.C. decides to inspect the surgery.

John is meeting with other representatives of other PPG's to see what he C.Q.C. will expect.

**The Meeting Minutes:** It was requested that they were sent out a little bit earlier.

**The Patient Survey:** to be discussed at the next meeting.

**PPG meetings:** They will be held bi-monthly from September.

**C.Q.C.:** John received an email via Kevin regarding Practice criteria. This can be read in detail on line. There will be about twenty questions from the C.Q.C. these will be brought to the next meeting so that we will have the chance to look at them, see link to their website (<http://www.cqc.org.uk/public/sharing-your-experience/working-local-groups#PPGs>)

It was asked if any other surgeries have been inspected. It was suggested that the Grange has been visited?

**Practice update:** Telephones – they will be returning to a 01977 number from the second week in October. This will be closely monitored by Kevin to see for example - how long patients wait before their call is answered and how many staff are answering the phones. There will be eight lines which can be increased to twelve if necessary.

**Replacement Nurse Practitioner:** Sheryl Priestley will be starting on September 4<sup>th</sup> for three days initially and full time after she has completed some further training. Hopefully there will be another nurse practitioner commencing in the near future but will have to undertake some university work to fully qualify. The doctors are providing the triage service at present.

**N.H.S. England:** An independent survey of surgeries in this area by the patients showed Friarwood did consistently well. The lowest score being the phones.

**Risk Profiling/Sharing information:** All patients may opt out of this but in order to provide better care N.H.S. England feel that sharing all information is necessary. Please see the posters etc in the practice or on our website and ask at reception if you need any more details.

**Doctors:** Salaried GP Dr Zahraa Ali has left the practice and Dr Hannah Hudson has started. Dr Dale will be returning from maternity leave in early September. We are still one salaried doctor short.

Brian requested that a list of doctors and their specialities be available in the surgery.

It was suggested that photographs of the staff are also visible in the surgery. Kevin will discuss this with the Partners.

***Next meeting will be on the 24<sup>th</sup> September at 6.30pm.***