**City Way Medical Practice**

**Minutes of the Patient Participation Group Committee Meeting held on Tuesday 25th July 2017**

**COMMITTEE MEMBERS & PATIENTS PRESENT:**

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| **Elizabeth Turpin** | | **Pam Jordan** |
| **Graham M Trice** | | **Jean Wahanchuk** |
| **Maggie Sharp** | | **Linda Brailsford** |
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**STAFF PRESENT:**

**Dr Tim Colbert**

**Kelly Temple**

**Marina Wilson**

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|  | **ACTION** |
| 1. **Welcome**  * Graham M Trice chaired and welcomed everyone to this meeting of the committee members of the PPG.  1. **Apologies**  * Received from Vernon Hull, Carol Austen and Chandra Tiwari. * Non attendance from Andrew Smith, Eric Dadd   **3. Chairman’s items**   * GMT discussed the ways to book appointments as he understood, phone, online, in person and advised that when he tried to book with a specific GP for a non-urgent appointment he needed to wait over 3 weeks but then couldn’t book as not allowed to prebook appointment over 3 weeks in advance so was left not knowing how this could be resolved. Dr C advised that he feels City Way is probably doing better than many surgeries nationally, but patients will need to be flexible and see a different GP. * KT advised CCG are looking to pilot a minor ailments unit in Rochester area. Receptionists will need to be able to ask patients why they need to book an appointment so this will need training and patients will need to be aware of this so not offended when asked. * GMT wished MW all the best in her new job starting in September and thanked her for all her help with the PPG. * GMT asked about staff photos on the website or around the surgery. Dr C/KT advised this has not been done and they will continue to try to do this. * GMT advised that there is a CCG meeting tomorrow to have an open discussion regarding supporting/care for older people in the area. GMT will be attending. Held at George Hotel. * ET feedback from the CCG Chairs meeting that she attended. How Urgent Care is going to be changing and to make people aware that there is going to be a consultation about it that they should give their feedback on.  1. **Appointment system**  * This was covered in the Chair’s items.  1. **News updates from Practice Manager and GP**  * New female partner starting in August. 3 GP registrars ft, 1 FY2, 2 IT, under grad pharmacists – pilot to improve partnership working between pharmacists’ and GPs. * KT has been busy since joining the practice. Looking into ways of working and plans for improvement. * List size is increasing rapidly due to closures elsewhere and poor performance. * Likely to be taken on another partner in next 18 months and again extending premises. * Some admin staff shortages due to long term sickness and staff leaving. So therefore some jobs have not been done i.e GMT noticed that the “did not attend board” was not being advertised.  1. **AOB**  * GMT apologised for not doing any more surveys and asked for more volunteers. LB has been doing some informally. Dr C asked if we could do more before next meeting – asked to email out to committee for more volunteers. Advisable to email Kelly or Shubra to advise we are coming, esp if not done it before. LB said that appointments always get mentioned by patients. * Dr C discussed using tape across the floor by reception to stop people crossing. * PB asked about computer being fixed for checking in. KT to look into this.  1. **Date of next meeting**  * 25th September 2017 @ 6:30pm | KT  KT  GMT, ET, other committee  KT |

Signed by Chairman …………………………………….. Date ……………………………