

City Way Medical Practice

Minutes of the Patient Participation Group Annual General Meeting held on Monday, 24th September 2018

PRESENT:

Elizabeth Turpin	Alan Bemford Rayner
Graham M Trice	Pam Jordan
Jean Wahanchuk	Carol Austen
Victoria Hyatt	Linda Brailsford
Eric Dadd	Brian Skinner
Vernon Hull	Maggie Sharp
Chandra Tiwari	Vernon Hull

STAFF PRESENT:

Dr Tim Colbert – Senior Partner
Kelly Temple – Practice Manager
Jane Colbert – Advanced Nurse Practitioner
Dr Shastri – GP Partner

Minutes taken by Elizabeth Turpin

	ACTION
<p>1. Welcome & Introductions Graham Trice chaired and welcomed everyone to this meeting of the committee members of the PPG.</p> <p>2. Apologies for Absence None received</p> <p>3. Approval of Minutes of the meeting held on 16th July 2018 Minutes accepted once Maggie Sharp's name was added to the attendance list.</p> <p>4. Matters arising and outstanding from previous meeting.</p> <ul style="list-style-type: none"> • It was asked if the poster advising the date of the next meeting could be put on the board earlier. GMT noted. <p>5. Secretary & Chairman's Report</p> <ul style="list-style-type: none"> • ET gave an update of the recent PPG chairs meeting that she attended. There were updates on the improved access going live on 1st October. More GP appointments becoming available – not necessarily at your own practice however will need to be booked via your own surgery at present. Plans to make appointments available via dialling 111 if they feel appropriate, but more work on IT sharing is needed first. Improved care to residents in care homes – GP's to take on care homes to give a more efficient and way of working. GP Patient Survey – however results were not discussed but advised that they are available online. • Questionnaire – discussion around the right questions to ask that will give valid feedback to the surgery. ET asked KT if these could be printed on headed paper. It was asked if more space could be given for patients to give their own comments. • Coffee mornings – discussion around how we can advertise, inviting support groups, open to patients and family/friends, possible facebook/twitter page for the PPG to help advertising, donations of cakes and tea/coffee, when and where it can 	

be held. ET to meet with KT to finalise and get some dates booked. Help will be needed from PPG committee members.

- Stroke/Vascular services – GMT discussed how Medway has not been chosen as a specialist acute stroke unit following recent consultation. Disappointing result although not finalised until the New Year.
- GMT advised of the Webinar that he was recently involved in. The Technology was not fully working; however main idea around this was encouraging PPG members to be using and promoting services electronically to help their surgery manage services. NHS England has a lot of resources to help promote electronic services via GP i.e. booking appointments and requesting repeat prescriptions. GMT advised of training resources available and KT asked if he can send her the links to these.

6. News update and items from Practice Manager and GP

- KT advised that appointments are now available 4 weeks in advance and become available online from 7am rather than midnight. ED asked if you can book more than 1 appointment – KT advised you can book 2 appointments at a time.
- Dr C updated on the new camera system in the car park is working well with positive feedback via the receptionists. An unexpected result of the camera is that there are now a lot less patients waiting at the door first thing in the morning. Doors now opening at 8:30am to assist making the system fairer to all patients including those telephoning to book appointment. As you need to submit your registration plate within 10 minutes of parking, it has discouraged people from queuing up before the surgery opens.
- Flu jabs – these are being advertised as the vaccinations have now been purchased by the surgery.
- KT looked into the problems patients have been experiencing with the on-line services and was advised it was due to each patient needing a separate email address to be able to register –GDPR reasons.

7. Any other business

- Continuity of seeing the same GP was discussed. Dr Shastri advised that this was a problem and something they would like to improve. Surgery would prefer patients were able to see the same GP for ongoing healthcare issues. KT is hoping that the changes they are making to the appointment system and more online appointments will help this.

8. Date of next meeting

- The next meeting of the committee is on Monday 10th December @ 6:30pm

Signed by Chairman Date