

Northgate Surgery Patient Participation Meeting

Minutes of Practice Meeting held on Tuesday 17th September 2019

Present: A Kemshell, A Sugarman, H Green, C Eades, A Jarratt, L Foude, J Clayburn, C Smith, C Pearce, G Ivey, S Eccles

Apologies:

	Minutes of Last Meeting: Agreed as a true record.	
	<p><u>Practice Update</u></p> <p>AS informed the PPG that the landlords had been out to see what they could do for the building as the district valuer did not agree that the building was fit for purpose. In the meantime the CCG have approached about possible relocation. It has been mentioned of moving to new premises next to the new POW housing estate. The practise has not agreed as of yet as the location of the current building is ideal for the access for people on public transport. It was also discussed about two possible sights as Northgate has invested money into the new Endoscopy suite and wouldn't want to give it up. AS is meeting with the lady from the council about what else is being offered from funding from central government.</p> <p><u>Staffing</u></p> <p>It was announced that Jannine from reception has left along with Steph and Dean from the Triage team. Interviews for dean and Steph's position happening next week. AS said that Karrina is the new supervisor and will be sharing the duties with a new lady (Charlotte) who will be taking the rest of the supervisor hours.</p> <p>(AJK then asked the group how the members thought reception was going at the minute. Comments were made that sometimes on the afternoon it can get a little busy if there is only one receptionist on the desk. A few other issues such as problems with the call screen and the noise not being loud enough.)</p> <p><u>Primary Care Homes</u></p> <p>AS announced that lots of documents and agreements are still being signed. Our Primary care home is concentrating on Mental Health, Cancer and Obesity. Things have started moving in the background. Meetings with adult mental health nurses to bring them</p>	AS to look into callscreen.

into practice. There is a meeting taking place on the 8th October with NHS England for guidance on how to achieve the goals that have been set by the Primary Care Home Doctors. Our primary care home Team has already been in contact with the principles in a clinical area so we have got in before a lot of the other Primary care homes to help us achieve our aims.

National Patient Survey

Results have been published and they were favourable as we were above the CCG and national average of patient satisfaction. We discussed why patients are satisfied with the changes to the practice such as the triage system and the range of different clinics that are on offer.

Online Appointments

A quick discussion took place informing that there is a wait for the online appointments and that more needed to be converted as people were having long waits for them. It was also mentioned that you cannot filter the apportionments on the online system and that you have to scroll through the nurses appointments to find the doctors and it was no longer clear.

Patient Questionnaire

The patient questionnaire was discussed and it was decided that it would be better to be left as it is some questions have been taken out as they were not felt to be relevant to the results that were correlated. AS discussed that we think that we would be able to complete the survey on survey monkey as the questions can be replicated online. It was also discussed moving the time of year that the questionnaire would be done. It was decide that we would move the time of the questionnaire to February. A mock-up of the questionnaire from survey monkey will be sent to CP for his perusal.

HG to make questionnaire up.

Raffle and Cake Sale

The PPG spoke about the raffle and the prizes. It was decided that LF would take some generalised letters to different local businesses and ask if they would like to donate anything to the Northgate raffle for the local hospice. The raffle will start a month before the cake sale giving a month of raffle tickets to be sold.

The cake sale will take place on the 3rd December.

<p><u>Date of Next Meeting.</u></p> <p>Thursday 12th December 2019</p> <p>Items to be discussed:</p> <p>Call screen not fit for purpose Looking at the questionnaire on survey monkey Settling on a specific date for the questionnaire Future Projects Look back on the raffle and cake sale</p>	
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