

Northgate Surgery Patient Participation Meeting

Minutes of Practice Meeting: Thursday 29th November 2018

Present: A Kemshell, S Crouch, C Pearce, J Clayburn, L Froude, A Jarratt, C Eades, S Eccles.

Apologies: G Ivey

<p><u>Introductions</u></p> <p>AK and S Crouch welcomed the group and thanked everyone for attending the meeting.</p> <p><u>Previous Minutes</u></p> <p>The minutes from the previous PPG meeting were agreed as a true record.</p> <p><u>Practice Update</u></p> <p>The roof and proposed extension of the surgery was touched upon by the group. SC explained that we are still awaiting the go ahead from NHS England and therefore the work cannot begin until the go ahead is given.</p> <p><u>Staff Update</u></p> <p>AJK explained that Katie (HCA) is currently on maternity leave and recently welcomed a baby girl. Carol-Ann has joined the surgery as HCA, previously an ambulance technician and she is helping with bloods, ECGs, Vitamin B12 injections etc. We have also welcomed Aimee and Karrina to the surgery reception team.</p> <p><u>Did Not Attend (DNA) Appointments</u></p> <p>AK told the group that she did not look in to the DNA appointments this month as it is not important to discuss at every meeting and this has been heavily discussed in previous meetings. The group did briefly discuss the DNA appointments and possible measures that could be taken. CP mentioned sending a letter stating the cost to the NHS, AJK said that she does not think that could be done due to how time consuming it would be, differentiating from the ones with legitimate reasons and the ones without. AJK informed the group that effectively a Doctor a year is wasted through DNA appointments and that we could maybe display this in the surgery but probably would not help as the target audience</p>	
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	<p>are the people who DNA and therefore will not be in the surgery.</p> <p><u>Business Plan</u></p> <p>AJK informed the group that AS is currently working on a business plan and once completed will issue everyone within the group a copy.</p> <p><u>Website</u></p> <p>CP informed the group that whilst looking at new providers, the options were severely curtailed and that they could not offer anything better than what we have currently. AJK and SC added to this by stating that the surgery has decided to stick with the current website provider and try to work with them to improve on what we have.</p> <p><u>AOB</u></p> <p>The Primary Care Home model was discussed but SC stated that it is still in the infancy stages but will be an integrated team of specialists to help with preventative care. However, not enough information is currently known at the moment to discuss how beneficial to the community this will be. The name, particularly “Home” was touched upon as quite confusing and would be better named “Hub”.</p> <p><u>Cake Sale and Raffle</u></p> <p>AJK informed the group that the cake sale will be held in reception on the 4th of December 2018. This is to raise money for the Prince of Wales Hospice. The raffle tickets will be sold all week and drawn at the end of the week. The raffle includes token prizes from local business and also a hamper from the surgery. A poster for the cake sale will be displayed in reception.</p> <p><u>Online Services</u></p> <p>CP kindly offered to come and help with signing patients up for online services, in a bid to increase the number of patients using this service. He will be in the surgery doing so, on Friday the 30th of December 2018. AJK also informed the group that we could try to ensure the HCAs are signing all new patients up for online services whilst having their new patient medical.</p>	<p>AJK to look in to</p>
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John Nye

Referrals to John Nye were discussed and SC informed the group that John has had more referrals from Northgate than his own surgery and we receive feedback via email following these referrals.

Patient Questionnaire

CP explained that 150 questionnaires were given out but the current amount received back is only 50. AJK mentioned that we could ask the GPs to ask patients to fill in the questionnaires but they should really be random.

Next Meeting Agenda

- 1.Outcome of the cake sale
- 2.Any updates on the business plan
- 3.Review of online services
- 4.Outcome of John Nye referrals

The PPG attendees set the agenda for the next meeting which was confirmed for Tuesday 12th March 2018.

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