**HIGHCROFT SURGERY**

**Patients’ Participation Group**

**Minutes of the meeting held on Wednesday 20 July 2016**

**Present:** Christine Foster (Chair), Bernadette Cocking, Ted Cocking, Michael Anthony, Peter Pelling, David Taylor, Arnold Harris.

 Matt Doig (Practice Manager) represented the Practice.

**1.** The Chair welcomed members to the meeting.

**2. Apologies:** Jacqui Anthony, Liz Truman, Jo Croft (Staff), Sally Mutton (Staff).

**3. Minutes of the meeting held on 15 June 2016**

These were approved as a true record of the meeting.

**4. Matters Arising**

 The Draft constitution was received and members invited to review it and submit any suggested revision to the next meeting (see Agenda Item 6 below).

**5. Chair’s Report**

* The meeting received the summary of the report as detailed on the agenda.
* J. T. agreed to assist the Chair by placing notices on the Surgery P.P.G. noticeboard.
* The Chair expressed the desirability of producing a professionally presented, user-friendly “Patient Information” document. The meeting agreed to set up a task group to effect this. The Practice Manager suggested the addition of a “Practice Booklet” to accompany the “Patient Information” document.
* The volunteers to participate in the production of the document were J.T., P.P., M.A., B.C., and A.H.
* On visits to local Hospitals, the Chair noted wall displays which were harshly phrased and presented comprehension difficulties for some patients. She has made two presentations to staff showing ways of improving presentation.
* The Chair was present at a People’s Council Meeting when it was suggested that the C.Q.C. report showed the Highcroft Surgery to be ‘unsatisfactory’. She had corrected this misleading statement.
* The meeting agreed on the need for a fully explanatory list of mnemonics used in medical practice.
* The Chair has been invited to address a County Meeting to speak about the Ipsos Mori Analysis (of practices).
* At the forthcoming Clinical Commissioning Group Annual General Meeting, the Chair undertook to raise the matter of the suggestion to remove patients from Practice lists if not seen for a period.

**6. Revised PPG Constitution**

* The amendments to the document were noted. It was agreed to review timing of meetings at the September meeting.
* It was suggested that the wording of Membership item no. 3 required clarification. The following wording was accepted pending an overall review: - “The maximum number of members of the Group entitled to vote is 16”.
* Members were asked to review the wording of the document and report back at the next meeting.

**7. Practice Report.**

The Practice Manager reported:-

* there continue to be problems with the telephone systems which chiefly result from the failure of communications with ‘Talk Talk’.
* there has been an improvement in the booking of appointments.
* the practice has recruited two doctors: Dr. Williams (already here as a Registrar) and another doctor for 2.5 days of the week. However Dr. Chintala is shortly leaving.
* it is hoped to appoint an Admin person to relieve doctors of paper work.

**8. Patient’ Feedback**

 A number of observations have been made:

* there are still long queues
* a suggestion for a numbered ticket system
* a fast lane for enquiries taking little time
* the need for consistency of treatment by the same doctor

 Progress report:-

* Letters are going out to recall patients where necessary
* For long term patients whose condition requires a longer consultation can be seen by one of the nurses
* Some patients have transferred to other practices although some have returned to Highcroft. Numbers overall have shown a very slight reduction.
* It was agreed to schedule consideration of patients’ complaints for the agenda of the next meeting.

: **9. Date of Next Meeting**

 Wednesday 21 September 2016