**Highcroft Surgery Patients’ Participation Group**

**Minutes of the meeting held on Wednesday 27 May 2015**

**Present:** Arnold Harris (Vice Chair), Paula Watts (Practice Manager), Bernadette Cocking, Ted Cocking, Steve Jones, Ian MaCleod Brudenell.

**1.** In the absence of Chris Foster, Arnold Harris took the chair and opened the

 meeting.

**2. Apologies:** Chris Foster, Ann Elphick, Peter Pelling, Jo Croft.

**3. Minutes of the last meeting:** Minutes of the meeting held on 15 April, 2015

 were approved as a true record.

**4. Matters Arising**

* Ian was thanked for his work on the subject of Triage. A brief summary was

 distributed. A short discussion followed and the matter was referred for

 detailed consideration at the next meeting. Paula pointed out that

 our clerical staff do not triage but answer queries following guide lines laid

 down by the doctors.

* Bernadette clarified some of the comments made on the Appointments Survey.

 In particular she spoke of a patient affected by the removal of the baby clinic

 to Killisick, thereby necessitating a bus journey. This clinic was part of the

 Community Health remit rather than the Surgery Practice.

**5. Appointment of new G.Ps.**

* In August the Practice will have a new partner, Dr. Ahluwar. A new salaried doctor, Dr. Daly, will also join the Practice. We will also welcome the return of Dr. Chintala. The Appointment System will therefore improve in July/August.
* In the mornings, 5 doctors will be available for triage, the afternoons will be reserved for routine appointments. More routine appointments will therefore be available.
* For some conditions, our two nurse practitioners will see patients. They receive training and monitoring in the practice.

**6. Patient Behaviour**

* There is nothing further to report.
* Problems are due to the inability to get appointments on the near future or the build-up of a queue at reception. When a queue does occur, it is not easy to see from the back offices. Consideration is being given to a way of alerting staff. This might take the form of a bell or flashing light.

**7a. New group Members**

* Recruitment of new members of this group continues to be a problem. Few if any patients examine the Board at the head of the stairs.
* One suggestion is a leaflet to be available at the reception desk.

**7b. Coffee Morning**

* Questions were raised: what messages can we broadcast? will there be public interest? what results do we anticipate?
* As the Medical Centre would not be available on a Saturday morning, it is suggested that the Small Hall of Arnold Methodist Church next to Arnold Market might be suitable. Between 10am. and 12pm. The Church runs a coffee/tea/soft drink morning.
* Paula suggested that we could invite participation of community health groups thereby possibly securing CCG financial aid.
* It was agreed that the next step would be for our Chairperson to liaise with other Practise PPGs. to work out details etc.

**8. Date of next meeting**

 A provisional date for the next meeting is Wednesday 17th. June.