**Highcroft Surgery Patient Participation Group**

**Minutes of the meeting held on 14 January 2015**

**Present:** Chris Foster (Chair), Arnold Harris, Bernadette Cocking, Ted Cocking, Jo Croft (Staff).

For Agenda Item 8 only: Dr. Joblin

**1.** Chris Foster opened the meeting.

**2. Apologies:** Peter Pelling, Steve Jones.

**3. Minutes of the last meeting,** held on 22 October 2014, were approved as a true record.

**4. Matters Arising**

* These were referred to agenda items

**5. Practice Matters**

* From Monday 12 January, Mondays are to be Red Flag days with no routine appointments. Patients ringing in will be triaged with a nurse practitioner dealing with minor illnesses while doctors will follow up other cases.
* Jo reported that there is a problem with loss / forgotten blood test forms.
* She is to oversee a four month trial period sending out pathology forms (not given directly by a doctor) and recalls.
* If and when necessary disabled or handicapped patients may request phlebotomy forms to be sent down from upstairs reception.
* Repeat prescriptions will no longer be obtainable by email. Patients using online the online method will require a password.
* The website will also display information regarding repeat medicines, acute conditions and sensitivities.
* A comment box will be available.
* The ‘Juggle’ courses have received mixed reviews.
* A Community Diabetic Nurse will be invited to attend a PPG meeting to inform about ‘Juggle’.

**6. Chair’s Items**

* The Peoples’ Council have proposed a common constitution for PPGs. This could involve just minor amendments to ours, including a patient friendly version of our aims and quorum guidance.
* The Care Commissioning Group has conducted a survey of priorities. A copy of our responses was distributed.
* An area consultation on health matters arranged by the CGC takes place on 18 February at Arnold Methodist Church.
* We were informed that the practice of discharging patients from hospital with only 7 days medication did not allow the Practice to anticipate the needs of patients because documentation did not reach the Practice early enough.
* Regarding concerns about the Hospitals Trust, these should be directed to Chris. There are to be improvements in the appointment system with unit reference numbers. There is also a review of letters to make them more comprehensible. Records are to be digitalised. The ICT Advisory Board deals with health and safety issues.

**7. Appointments Survey**

* This should be completed by February.
* Jo needs to know in advance who is attending to complete the survey.

**8. GP Issues**

* Dr. Joblin reported on the current pressures of patient demand on the Practice. These proceed from higher patient expectations, the advance of modern treatments, and the increase in the local population including the numbers of elderly patients.
* There is as yet no provision for surgery opening at the weekend in Arnold. A number of services are available for patient care.
* Issues about mental health care may be raised at the forthcoming consultation in February.

**9. Members’ Feedback**

* No further issues were raised.

**Date of next meeting:** to be announced following arrangements with the Community Diabetic Nurse