Highcroft Surgery Patients Participation Group

Minutes of Meeting 8th January 2014-01-13

**Present:** In the Chair: Chris Foster

**Patients:** Steve Jones, Peter Pelling, Ted & Bernadette Cocking, Peter & Pam Horril

**Staff:** Jo Croft

**Apologies:** Arnold Harris, John Wilson, Brenda Chambers, Dave Parkin

**Guest:** Michael Ellis  **(**Stakeholder Engagement Manager Nottingham N&E CCG)

**Chairs Report**

* Brenda, Ted & Bernadette formally were appointed as members according to our constitution following 2 resignations.
* ‘Did Not Attends’ at surgeries are still a big problem across the region.
* It was suggested there be national campaign to highlight the cost of seeing a doctor (£50.00) and to explore ways of educating people to see a nurse instead.
* We have already agreed why we meet, who is entitled to be in the Group, when we meet and the arrangements for meetings through our recently formulated Constitution. The next step is to ensure we are in agreement about how to run our meetings effectively and considerately. An amended version of the CCG’s Meeting Etiquette document would guide us. Small task group to consider the meeting etiquette.
* Guest Michael Ellis from CCG spoke about event to be held on wed 29th Jan

**Shape Future of Health Services** at Nottm. Forest Football Club, open to all.

**Practice Matters**

Jo reported that:the new building is on track for completion on time

* The surgery has been very busy over the past weeks (Approx. 12500 patients registered with the surgery.)
* No problems with patients using other stairs. (Signage was large and clear.)
* Dr Bajek has now returned and this has reduced waiting times for appointments
* Patients are now able to book an appointment with a doctor within 5 working days (48 hour rule has been rescinded so appointment system is open.)
* Appointments system for Phlebotomy has ensured the flow of patients and improved staff morale. Confirmed by member who has used the service recently.

Ted asked if new building when complete could have a name which

encompassed all facilities in the building.

**Jo was asked to report back** that the Group still felt that:

* better signage was still required for toilets – just an arrow would be enough
* Waste bins are still needed in reception.

**Future tasks for PPG**

To consider the design of posters to make people aware of:

1. Triage
2. Nurse practitioner areas of expertise
3. Booking systems.

**Patients Survey:**

* Not all points discussed at last meeting had been addressed (due to heavy workload at surgery).
* Needs to be Quick and short.
* Working group to meet on 15th to re-write
* Distributing survey: On line, on reception desk, assistance by PPG in surgery
* also suggested could be sent out to patients with any correspondence from surgery.