



6	<b>Review of Action Plan</b> – To be discussed with the sub group and PW to email out some dates. PAB felt that demand management should be included in the action plan.	PW/ChM/JM/GG
7	<b>PCC News Commissioning – on agenda twice please see item 9</b>	
8	<b>Patient Led Assessments of the Care Environment (PLACE)</b> – Discussion took place and Upton Surgery will adapt this into their action plan. PW will email group in November and arrange a date for a walk around to complete.	PW
9	<b>Health and Social Care Information Centre – Data Extraction</b> – Discussion took place regarding the new care.data Dept of Health requirement for general practices for data extraction from our systems that now will include some patients identifiable information which is aimed longer term to help health professionals provide better integrated care for patients, especially the frail elderly who move across the NHS and care systems. A leaflet will be emailed by LB to the members of the group. All those who opted out previously will have to opt out again if they still prefer not to participate and the surgery will be sending out letters to those 237 patients. This item is also to be put in the November patient newsletter. This information is already displayed downstairs and on our patient screens. For more information please go to <a href="http://www.nhs.uk/caredata">www.nhs.uk/caredata</a> or <a href="http://www.hscic.gov.uk">www.hscic.gov.uk</a> . The staff from the summary care record are attending the flu mornings with information and will have the care.data leaflets available as well.	LB  PW
10	<b>Upton Surgery Access Ratings</b> – Discussion took place. PAB confirmed that the resources are not matching the needs. PW gave examples of demands from 2004 and present day. It was confirmed that we tend to do more Saturdays and early mornings than evenings, we provide approximately 69.5 hours of extended hours per quarter, we add locum sessions to help to meet demand but were always full and year on year demand is rising.	
11	<b>Compliments/Complaints/Suggestions</b> – Lots of letters and cards of thanks received, several boxes of chocolates/sweets, flowers and many verbal comments. One specific comment about the cytology clinic and nursing care. Donations amounted to £655 which have been given to UMST. Two complaints were received, one regarding dispensary services which was concluded with a telephone call and the other was regarding the OOH care during the 111 service introduction.	
12	<b>Note Contents of Practice Update (circulated with minutes)</b> – Re-wording of the flu clinics, confirmation that a doctors session is either a morning or afternoon surgery. Confirmed that we had written to the CCG regarding the issues we have had with Emis Web. BT broadband speed needs to be improved and we have been put at the top of the upgrade list. LB to amend and re-send.	LB
13	<b>SWPPG update</b> – CM confirmed no minutes were available but would email as and when received.	ChM
14	<b>SWCCG - Governing Body Meeting Update GG (email sent 3.10.13 – pre-circulated questions only)</b> GG gave a brief update of the	

	agenda items.	
<b>15</b>	<b>Dates for 2014 PPG meetings – 13.1.14, 14.4.14, 28.7.14 and 20.10.14</b>	
	<b>Date and Time of Next Meeting – Monday 13 January 2014 at 6.30pm</b>	