**Minutes of the PPG meeting 2nd April 2pm at Park View Surgery**

**Present**

Sue Evans, Emma Turner, George Heaton, Fiona Horsfield, Sue Cox

**Apologies**

Bill Kitchen, Chris Smith, Brenda Lynton-Escreet

**Matters Arising From Last Meeting Minutes**

* George asked about sending NAPP information to virtual members. He will e-mail newsletter to Emma for forwarding.
* The 2013/2014 PPG report and 2014/2015 action plan is on the website.

**PPG access and urgent care summary**

Further work required to identify opportunities and priorities for improvement. The findings are to be interpreted alongside further Productive General Practice (PGP) data collection.

**Appointments**

* After reviewing the patient questionnaire and access survey results we are not planning to introduce GP phone triage.
* 26.3% appointments are same day, 9% consultations are over telephone.
* We may be **short of appointments** on some days as we ran out of same day appointments before 10am on a number of days, but had appointments available until late in the afternoon on others.
* There is opportunity to allow faster assessment of **home visits** and make visits when necessary.

***Action -*** *Review* ***appointment planning & scheduling*** *including face to face in practice, phone, and home visits. (Emma Turner – 2014)*

**Ease with which patients can get through on the phone**

We were above the 65th percentile nationally however we did not do as well as CCG average.

***Action -*** *Consider options for managing calls away from reception and possibly increasing number of lines. (Emma Turner – 2014)*

**Managing people who do not attend (DNAs)**

During the week chosen 14 appointments were identified as 'did not attend' (DNA) which is a rate of 1.9% (3rd lowest in locality). The recommendation is that steps should not be taken to reduce the problem unless the DNA rate rises to over 8%.

**CHOC**

George was given details of the CHOC (Cumbria Health on Call i.e.’ out of hours’ service) website for detailed information about the service.

**A.O.B.**

* The practice is considering options for a new Phone system (May) and electronic prescribing, updates will be given at the next meeting.
* An audit on nurses workload was undertaken as part of the PGP work. This identified opportunities for reallocating some to their workload to HCA’s. A GP workload audit is planned shortly.
* Options for provision of extended access will be evaluated once the new contract is available. The practice will consider options for supplying extended access on Saturdays and early mornings.
* Fiona asked for more details re. the opt out from Care Data by NHS England. Sue referred her to the practice website, and Health and Social Care website.
* An aspect of the new GP contract requires a named contact for everyone over 75 years old. Park View already has this in place.

The meeting closed at 4pm.

**Dates of the next two meetings**

10thJune, Park View Surgery Milnthorpe 2pm

**Note change of date from the 3rd of June**

23rd, September, Park View Surgery Milnthorpe 2pm