

	<p>new full time post</p> <ul style="list-style-type: none"> • Elaine Bowen joining the team as Practice Nurse – we are getting support from Kath and through an agency too so that patient care isn't affected • Clare's official last day is 15th March but she will be supporting the Practice until end of April. Paul Houseman will be joining in April as new PM he comes from Inclusion Health where he currently the Quality Manager • Annual Quality Review meeting with CCG last week and CMS provided a detailed breakdown of the meeting and areas covered. PM asked if CCG could review copies of the Balanced Score Card CMS said she'd check with CCG – area that PPG would like more clarification on was prescribing, PM said some items being changed but LLR formulary wasn't up to date hence why so many requests for alternatives. CMS advised outside her area of expertise and suggested that PM contact AM to discuss. • DNA rates to an all-time low of 59 for GP appointments. All felt that SMS and online booking had helped to improve this. • Practice has been piloting new service for Patients with Mental Health issues and moving care from hospital to practice where appropriate Rob Mayer is leading at the Practice and after a slow start Patients are coming in and benefits can be seen. • LCCCG has agreed to partially fund a new service for the Practice called Patient Partner. The Practice will be piloting for the city. It works alongside the current appointment system but means a Patient can call any time of the day/week and book/cancel/check an appointment they don't have to wait until we're open. It's envisaged that this will reduce 	PM	15.03.13 May 13	CMS PM
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	phone traffic and will improvement patient satisfaction. This should be in place in April. Also Patients will be able to order repeat medication. CMS provided a copy of the leaflet. PH will take over project when he joins the practice in April.			
5	MAX reminded all that his year as chair is almost over so nominations will be invited at the next meeting.	All	On-going	All
7	Car Parking: hasn't improved and has got worse since a 3 rd surgery in building, MAX will find out from HK what latest is.	HK/SK	On-going	All
8	<p>AOB:</p> <ul style="list-style-type: none"> • PPG felt more adverts needed to remind Patients of "you can choose better campaign" • PM raised could Drs/Staff have photos so people can recognise them CMS said would pass suggestion back to AM • PM asked what was happening with E-prescribing CMS said waiting on an update it may be he could raise with Medicines Management team & provided PPG with an update • Open Day – agreed that this will be carried out to the next meeting • MAX & PPG asked that thank you to CMS for her help over last 4 years recorded and very much appreciated by them. All wished her well in her new role @ CCG. • Next meeting either 11th or 18th May 2013 Max will check with all for best dates. 		<p>April 13</p> <p>April 13</p> <p>May 13</p>	<p>MA</p> <p>AM</p> <p>PM</p>
9	Meeting closed			

Dates of Future Meetings

Dates of future meetings:-

Date	Location	Time
Saturday ??	Whitehouse Scraftoft	11.00am