**Highcroft Surgery Patient Participation Group**

**Minutes for the Meeting held on 24 September 2014**

Present: Chris Foster (Chair), Brenda Chambers, Steve Jones, Bernadette Cocking, Ted Cocking, Paula Watts (Practice Manager), Miles Hamilton (Guest), Arnold Harris.

**1.** Chris Foster opened the meeting and introduced Mr. Hamilton.

**2.** **Apologies**: Peter Pelling.

**3**. **Minutes of the last meeting**, held on 14 May 2014, were approved as a true record. Proposed by Ted Cocking, seconded by Bernadette Cocking.

**4.** **Matters Arising**

* Arnold Harris reported that he had had excellent service at the Community Health Reception.
* Brenda Chambers reported an incident concerning a clinic. Paula Watts undertook to pass this issue on to the relevant section.

**5.** **Notice board and Information**

* Chris reported favourable comments about the Noticeboard received at the People’s Council. Members and staff were requested to keep an eye on it.
* The Highcroft Surgery PPG Constitution: commended by the Chairperson of the CCG as the “best ever seen anywhere ”.
* A table for minutes and agendas would be helpful. It would be appropriate to display only current minutes. Could copies of minutes of past meetings be obtained on request at reception?
* Chris to enquire about lamination of items displayed.

**6. Questions for GP in attendance**

* Unfortunately on this occasion due to staff pressures, no doctor could be available to attend this meeting.
* The patient roll has risen to 12,800. The appointment of additional doctors is under consideration.
* The take-up of **‘Juggle’**, a support course for newly diagnosed Diabetic patients, has been lower than average for the Highcroft Surgery Practice. Paula agreed to ask staff to encourage take-up of ‘Juggle’.

**7. Practice Matters**

* **Appointment Survey**. Paula has not had an opportunity to study this. A copy was provided.
* Members have volunteered to conduct interviews to complete the Survey.
* It was agreed to form a task group to ensure consistency in the management of interviews. This group will meet at Chris Foster’s on Tuesday 14th. October at 6.30 pm.
* Regarding patient pressures for appointments, the possibility of a ‘walk in ‘clinic was discussed. This would not be possible at the present time.
* **Electronic Prescribing.** The procedure involves the putting the prescription order on computer and sending it to pharmacies nominated by patients. There have been some teething problems which are being addressed.
* **Practice Web Site:** The Web Site is not up to date at the moment.
* The meeting requested changes in the references to the P.P.G., such as the encouragement of new members and the inclusion of the Constitution. Chris and Paula to meet to discuss.
* **The Family and Friends Test.** This innovation begins shortly**.** It does not replace the Patient Survey. It poses the question-“Would you recommend the practice to friends and family?” (for this particular treatment). Postcards posing this question would be given out at the Surgery also inviting comment. Possibly other questions might be added.
* Chris expressed some reservations. One could integrate the question in the Patient Survey.
* There would be problems of collation e.g. of ‘free text’.
* And what becomes of the results of the Test. Paula observed that the Practice has not decided on the organisation or administration of the Test because of current pressures.

**8. Members’ Feedback**

* Brenda and Arnold reported back on the meeting regarding ‘Effective Meeting Skills and Productive Team Working’.
* Chris has attended 3 People’s Council Meetings since our last meeting. Masses of reading material produced. Chris said she would pass on items selectively.
* Revision of the Constitution would be premature. Issues of confidentially have not arisen to date.
* Chris raised a problem regarding the issue of vouchers for blood tests. Patients needed to collect these from reception upstairs to take to Community Health Reception downstairs.
* This made difficulties for the disabled. The possibility of the availability of vouchers at the Community Health reception desk was voiced. It was pointed out that it is possible to ask staff there to phone up to the Practice Reception if this is necessary. It was suggested that a notice to this effect should be considered.
* A question regarding the availability of parking spaces for disabled patients was raised. There are parking spaces reserved for the mobility service but only two in the car park and three not well delineated on High Street. Paula pointed out that numbers of required spaces were calculated on the size of the patient list at the time of building.

**Date of next Meeting: Wednesday 22nd. October at 5.30pm.**