

**Green Street PPGC Meeting – Thursday 15<sup>th</sup> March 2018**  
**Commencing at 6pm**

**In Attendance:**

Janet French (chair) (JF)

Debbie Pennington (secretary) (DP)

Heather King (Practice Manager) (HK)

Dr Daniela Penge (DDP)

Sue Cook (SC)

Lesley Goble (LG)

Tony Meier (TM)

David May (DM)

Emma Ducklin (ED)

Keith Stone (KS)

Martin Cannon (MC)

Peter Diplock (PD)

**Apologies:** John Masters and John Ungar

**Minutes:**

The Minutes of the Meeting held on Thursday 15th February were agreed.

**Survey results:**

KS presented the survey results, which reflected those completed on line together with the content of the paper copies submitted, which had been entered on to the electronic site separately by TM.

188 patients participated in total, which was a better result than expected and highlighted the following for further action and focus:

- Education and encouragement for patients to use the Electronic Prescription Service.
- Support to increase confident usage of the check in system.
- Further awareness of the PPGC.

Further debate ensued covering the survey results, how to respond to those results, and how to ensure the patient population saw that response. It was agreed that a further single sheet newsletter would be produced in April 2018 specifically covering:

- The items listed at the beginning of this agenda item.
- Changes within the practice:
  1. The launch of 'Care Navigation' - DDP explained the launch of this extension to self referral facilities, and the training the Practice staff were currently undergoing to ensure as smooth a passage for patients as possible.
  2. Plasma screens would operate in the reception areas together with a music system with pre-recorded music – both containing information regarding the Care Navigation process.
  3. In addition, the secretaries would be moving to the ground floor of the Practice to enable patients who are being referred to hospital to collect the paperwork immediately, rather than waiting for it to arrive by post. There would also be greater assistance with the appointment process.

JF to meet with HK to take all of the above forward, including the possibility of showing the survey results on the Notice Boards.

### **New Build Update**

Dr Gaffney attended the meeting and gave the PPGC a full update on the discussions to date regarding the new build. A positive picture emerged and he confirmed that the developers had called a public consultation for Thursday 22<sup>nd</sup> March at the Victoria Baptist Church Hall in Eldon Road – running from 4.30 to 8.30pm.

### **Budget:**

The AGM was scheduled to follow this meeting and JF asked that the Practice consider after that meeting, as recorded previously, the setting of an annual budget for the PPGC.

### **Date of Next Meeting**

Thursday 19<sup>th</sup> April 2018.