**Minutes of PATIENT PARTICIPATION GROUP Meeting Thursday 8th September 2016**

1. The meeting opened at 1200.

Present: Dennis Ford (Chair) DF, Joanna Gibson JG, Joyce Lee JL, Patrick Legg (Practice Manager) PL,

Daniel Perriton DP, Brenda Reeves BR, Ronnie Waterman RW.

1. Apologies from: Dr. Michele Legg, Toni Goodley, Alfred Murdoch
2. Minutes of previous meeting on 6th June approved without amendment
3. Matters arising from Minutes:

Drop-off point outside surgery – consultation with Island Roads on-going, and solutions actively being sought to solve the problem.

Marking on steps leading up to the surgery complete

The hedges etc. surrounding the surgery are being attended to on a regular basis now, resulting in a much neater outside appearance.

Automatic lighting in toilets – lights in toilets left on for present during surgery hours, until

a permanent solution is installed.

5) Practice update:

Ramifications of ‘Brexit’ – none so far

Garfield Road surgery closed, and new patients allocated to Tower House processed by June.

System 1: Migration and training have been completed, patient notes have been transferred to it, and the System is due to start on 12th September. Further work and preparation for making full use of System 1 is ongoing, but for the moment it is restricted to use by the practice only.

Staffing: The practice is currently fully staffed. The addition of Nurse Practitioners to the medical staff, have made the practice much more efficient and effective in its goal to maximise same day appointment delivery, however this still attracts some negative feedback. This is unfortunate and not justified on two counts:

1. They allow GP’s to concentrate on patients with the more serious or complicated conditions.

The practice can only succeed in its present and future aims with the help of the Nurse Practitioners, so patients are urged to accept appointments with them for all minor or routine conditions.

1. They are all very experienced nurses in the first place, and then undergo extensive and rigorous

training before being accepted into their new role. Their training, whilst not quite up to GP level, is still very comprehensive. Also, if in any doubt they can always seek help from a GP.

6) Questions & Issues from Members:

Much of the meeting was taken up with a wide ranging discussion covering the website questionnaire and patient survey questions – both requested by PL; who took notes on all the relevant answers. Discussion centred upon the plans for the practice going forward regarding System 1, co-operation with other surgeries on the Island and within the NHS as a whole, and how to promote the facilities provided by the practice.

JG – Flu ‘jab’ vouchers from external sources. If they are used by patients, who would normally qualify for them from the surgery, it removes the opportunity for the practice to undertake a short health check on that patient at the same time, with obvious advantages to both parties.

RW – Asked what facilities are available to new mothers when they go home from hospital? The midwife should liaise with the Health Visitor, to instigate home visits to check that all is well. These should be augmented with clinic visits by mother and baby for health checks, advice on feeding etc., weighing and general healthy progress.

DP – Questioned the value of GP’s having to advertise their remuneration on the practice website. He felt it was an unwarranted and unnecessary intrusion into a GP’s affairs, which added nothing to the information patients need about the practice, nor did it reflect any additional specialised work undertaken by the individuals concerned.

7) Items for consideration at next meeting:

Patient Survey questions

Need for ‘fasting’ blood tests?

**PLEASE NOTE: NEXT MEETING will be on MONDAY 28th NOVEMBER @ 1200~1330**

**IF ANYONE WOULD LIKE TO JOIN THE PATIENT PARTICIPATION GROUP**

**PLEASE TALK TO ONE OF THE RECEPTIONISTS OR CONTACT THE**

**PRACTICE MANAGER – YOU WILL BE MOST WELCOME**