**PATIENT PARTICIPATION GROUP Meeting, Monday 4th June, 2008**

1 The meeting opened at1200.

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

Dr. Michele Legg (ML), Bobby Mason (BM), Brenda Reeves (BR), Margaret White (MW)

2) Apologies: Joanna Gibson, Toni Goodley, Alfred Murdoch, Daniel Perriton,

Elizabeth Sturton, Ronnie Waterman

3) Minutes of Meetings 27/11/17 & 1/3/18 approved without amendment

4) Matters arising from Minutes:

a) ‘What makes a practice outstanding’ - Update

Referring back to the Minutes from 14/9/17 & 27/11/17, and PL requesting 4 PPG

members to assist with, and discuss ways to implement and expand on, the 5 sections

of practice activity set out by the CQC inspectors during an earlier inspection in 2016.

These 5 sections, with their ideas and plans for the future are set out on 6 boards in

the practice office. During their recent visit, the inspectors were pleasantly surprised

the see the work being done, and how it is portrayed, to improve all aspects of the

surgery’s procedures. A number of extra elements have been added, and various projects

completed; including features added by some staff members who have taken it upon

themselves to add aspects and improvements of their own.

b) ‘Enhanced access to GP services’ – Update

As mentioned in previous Minutes, Saturday appointments are only available if pre-booked.

Carisbrooke Surgery is being organised from Tower House (TH) with 2 GP’s.

TH itself on Saturdays employs: 3 GP’s, an HCA, a Nurse Practitioner and a Receptionist.

Sunday working has yet to be arranged, but may well be a telephone service only.

c) ‘Acute Services Redesign’ (ASR):

We are still awaiting the final draft for consultation by Island residents, so no radical

changes have taken place yet at St. Mary’s. The basic aim is to send rare and complicated

cases to the Mainland (estimated at approximately 11%), but retaining as much of the

pre-operative checks and post-operative recuperation etc. as possible on the Island.

As at present, some procedures will be conducted on the Island by consultants coming

over here to conduct surgeries on certain days of the week.

5) Practice update:

a) We are still waiting for the CQC’s full report following their recent inspection.

b) New Patient Record System, System 1 and the Community Nursing Service:

Used by the nurses to enhance their daily organisation and receive support from GP’s.

c) ‘Pharmacy 2U’. Not official and not supported by the practice.

d) The ‘Friends & Family’ test now includes reference to Saturday working.

e) The practice now has 2 additional GP’s:

Dr. O’Neil (ex RAF) for 3 days /week, and Dr. Locke for 1 day/week.

f) Letters from the surgery to a hospital – not always necessary to repeat to the patient.

‘Choose & Book’ – will always elicit a reply from someone to obtain a choice; but not

all organisations or procedures have a ‘Choose & Book’ option, so patients may not

hear anything until an appointment arrives – many weeks later!

Consultant ~ consultant letters may include a copy to the patient, depending on the

circumstances. Consultants at St. Mary’s may take a number of weeks to inform patients!!

6) Following a poll of members, the date the next meeting is: **Wednesday 19th September**

7) Questions & Issues from members:

MW asked about progress on a parking area outside the surgery for disabled patients?

PL replied that the matter is in hand with the relevant authorities and will be immediately

outside the surgery steps.

Also, why doesn’t the surgery offer blood tests? PL’s answer was threefold:

Parking at the surgery would be even more difficult than it is already;

If we did, it could undermine the viability of the main blood test centre in Ryde; and

It would not be cost effective since he would have to employ more staff.

BR asked whether Nurse Practitioners would be familiar with procedures for checking

incompatible medicine problems when prescribing? ML replied that all prescribers are

aware of the possibility of problems and, if a Nurse Practitioner is in doubt, they have

web sites they can turn to and/or check with a GP.

JL asked whether the practice was accepting new patients onto its books?

PL responded in the affirmative, provided they live within the surgeries ‘catchment’ area,

which is outlined on the practice website. In fact the practice cannot refuse to accept new

patients if they fulfil the stipulated conditions.

DF asked whether text messages confirming appointments created additional work for

receptionists? No - they are generated automatically.

8) A mirror will be established on the wall opposite the surgery car park exit, to allow

drivers to see vehicles coming down the road from Monckton Street.

9) AOB:

Pl was keen to put on record his gratitude to staff and PPG members, for all the hard

work they have put in to make the surgery the success that it is. He was also grateful

to JL for stepping in, at short notice, to talk to the CQC inspectors during their visit.

**ALSO,** PL would appreciate members’ suggestions for a new ‘Practice Questionnaire’.

**PLEASE NOTE THE DATE OF THE NEXT PPG MEETING IS**

**WEDNESDAY 19th SEPTEMBER @ 1200 ~ 1330**

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

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

**PRACTICE MANAGER AT THE SURGERY – YOU WILL BE MOST WELCOME**