**PATIENT PARTICIPATION GROUP Meeting THURSDAY 1st MARCH, 2018**

 **(The meeting was cancelled due to poor weather)**

**The replies below are from the Practice Manager, and refer to the published AGENDA:**

4) ‘What makes a practice outstanding’ – Update

The plan is now in place detailing next steps. We are involving all the teams where possible

and allocating projects to facilitate inclusiveness. We have involved the PPG where possible.

There is still one visit yet to be organised with Mrs Gibbs.

The plan has been very well received by all the team at Tower House. The CCG have been

involved and the general perception is that it is exciting for a practice to be so forward thinking.

We are now considering including aspects of the General Practice Five Year Forward View to

really produce an all incorporating process.

 ‘Enhanced access to GP services’ – Update

Enhanced access services are being taken up very successfully now. We were reactive to system pressures during the recent snow fall. We were able to accommodate A/E with GP support from the practice on the Saturday helping ease pressures not just at our surgery but also at the Trust. We have now run nurse appointments for the last five weeks alongside other clinicians. This is proving to be very popular, and will really support practices that are struggling with workforce across the island.

5) Practice update

The Reception is nearly finished now regarding its refurbishment. We will be redecorating outside

of open hours. The new floor and upholstery have been put in.

A new practice nurse has started with the surgery in February.

Dr Cule is leaving the practice at the end of March. We have been successful in recruitment, and

two new doctors will be starting at the surgery over the next couple of months.

6) Time & Dates of next 4 meetings: D. Ford

 There doesn’t seem to be a great appetite for changing the time

 of meetings, so they will remain at 1200 ~ 1330 for 18/19.

 It was a close run choice for day(s) of the week. Ultimately, in order

 to make it possible for 3 of our members to be able to attend at least

 2 of the 4 meetings, the dates below are the best that we can achieve:

 Monday 4/6/18

 Wednesday 5/9/18 or 19/9/18 (to be discussed 6/6/18)

 Monday 26/11/18

 Wednesday 27/2/19

 8) Isle of Wight ‘Acute Services Redesign’

 I think the ASR is a topic better approached by Dr Legg as she is most definitely more

 knowledgeable than me. Hopefully we can get Dr Legg to our next meeting.

 Apologies for the late return of these replies. Hopefully they are in time for the members.

 Patrick Legg