***P***.***P.G. MEETING***

Tuesday 26th July 2016 @1pm

**Minutes of Meeting.**

**1. Persons Present.**

Sam Rasib, David Stagg, Jeff Ashley, Elizabeth Chapman, Margaret Price, Pamela Burlingham, Sarah Giles,

Emma Giles, Janice Lloyd.

Apologies

Patrick Pincombe, Geoff Hackett, Susan Andrews.

**2. Minutes.**

David read the minutes of the last meeting which where agreed and passed.

**3. Matters arising.**

All Action plans referring to the Survey Questionnaire to be put into PPG folder by PPG noticeboard so available for all patients to view. These will also be posted on the Practice Website.

**4. Managers Report**

Sam asked if the group could start to think of any questions that could be put on the next Surgery Survey which will start in September along side the flu vaccine clinics. Anyone with any suggestions for questions can ring Sam at the surgery or contact [dstagg45@btinternet.com](mailto:dstagg45@btinternet.com) before August 23rd when these will be discussed at the next meeting.

Dr Sarwar is on leave the whole of August. Dr Rasib will be offering telephone triages as extra access to patients who may need to speak to a doctor but not necessarily need an appointment. The GP may decide that a patient may still need to be seen following a telephone triage and if so he will personally book an appointment for the patient to be seen on the same day. A locum GP is still being sought to help out whilst Dr Sarwar is on holiday. Dr Vadher shall be working some sessions during august too.

Patients need to be educated to raise awareness of not booking inappropriate appointments i.e.: to hand hospital discharge letters to the GP as these can be handed in at reception who will then ensure that the correct process is followed in order for the GP to action.

When patients are booking appointments then they need to be informed if they are seeing a Network Doctor instead of their own GP. It is in the pipeline that Network may in future have their own telephone number hence patients can book to see a Network GP on a Saturday/Sunday.

The phone system is still high on the agenda for the Practice as they equally like the patients would like phone accessibility to be further improved. To have a whole new system works out very expensive.

**5. Health Projects.**

It was suggested that it would be helpful to get a speaker in to speak on different health issues maybe this could tie in National Awareness Weeks. It was agreed that Diabetes, Epilepsy and Mental Health be highlighted.

**6. Chairman Report Buddy Scheme.**

David thought this should be promoted more in the surgery. It was suggested that if any member had spare time during a morning surgery consultations it would be helpful if they would attend surgery and give out leaflets explaining the scheme plus promoting the PPG.

The subject of fundraising was also bought forward; this is being put on hold till David looks into the whys and wherefores of starting it up. Further views from all members would be appreciated by emailing David (e mail shown on previous comment).

David requested that all names of deceased virtual members should be given to Sarah so as not to upset any member of the family by relaying messages.

Jo Kennedy sent details of all web site addresses for Dementia.

It was suggested that we have another coffee morning which could possibly be done during the flu vaccine clinics this will be discussed further at the next meeting.

**7. A.I.R Any information to report.**

It was reported by one member that there seems to be problems with the choose & book system. It was apparent that although 5 hospitals are being selected for patients to choose from, only one or two hospitals only display available appointments. This begs the question of whether patients are actually being given a choice. Sam appreciated that this was mentioned and will look into this further.

Stafford A/E is now open till 22.00hrs this has not been made public.

**8. Newsletter.**

This has now been put together and is due to be distributed from Monday 5th September 2016.

**9. Any other Business.**

It was agreed that this years Christmas Party will be held on the evening of Friday December 17th 2016. Will all members wishing to come and join in please contact David by August 23rd. Time and venue will be arranged at a later date.

**Date and time of next meeting.**

Tuesday August 23rd @1.30pm.