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**Minutes of the PPG Open Meeting held Tuesday 11th December 2018**

10 am GP Surgery Cannock Chase Hospital

**Present:** Sam Rasib, David Stagg, Janice Lloyd, Margaret Price, Sue Andrews.

**Minute Secretary:** Sue Andrews agreed to take Minutes of the meeting.

**Welcome:** David welcomed everyone to the meeting.

**Apologies:** Charlie Barrett-McCrone, Pam Burlington, Betty Chapman, Sarah Giles, Geoff Hackett.

David reported that Jeff Ashley will now be a virtual member.

**Minutes of the last meeting:** Minutes were distributed and approved.

**Extended Access to Primary Care:** FromSeptember 2018, all GP surgeries in the area of the Clinical Commissioning Groups, (CCGs), should provide additional services out of hours, in the week from 6:30 – 8pm and at the weekend from 9am – 1pm. Appointments are pre-bookable. Cannock and Penkridge surgeries, as the Cannock Chase Clinical Alliance, have already been providing this service.

**PPG Self-Assessment Tool:** David went through the questions with the members present. Questions included, how often the group meet, things that the group have achieved, and ideas for what the group want to achieve in the future. For the latter question, ideas were, to increase membership, to give talks about online services, and to be happy with our outcomes.

David will record the confusion caused by the presence of several different groups of CCGs and suggest a possible merger into one CCG.

**Membership of this PPG:** It was reported that no feedback was received from virtual members. The suggestion was made that all virtual members should be given a time limit to respond and confirm that they still wanted to be a member. Those not responding will be taken off the list. David will liaise with Sarah Giles to instigate this.

The number of active members is now small, but Sam suggested that this could be an advantage and that the group could concentrate on important issues and address other items as and when required.

**Surveys:**

 **Instant Survey:** So far, David’s instant survey has shown that most patients attending the surgery think that the PPG is external to the surgery, or that we work for the surgery and get paid!

 **Annual Survey:** 250 surveys completed so far. The survey will continue until the end of January. Collating will take place in February – David will suggest dates and members indicate their availability. Janice reported that Pam and herself, had encountered some adverse verbal comments whilst handing out surveys. Sam remarked that these should be reported to the staff on reception so that action could be taken.

Sam suggested that in the future, the way of doing the survey could be altered, for example, by text.

**Play Items for Children:** Janice asked if toys or books could be provided for children waiting for appointments. Sam explained that these had been removed due to the problem of infection control and the need for thorough cleaning of items. Crayons and paper are available at reception, which can be used by children and taken home. This facility to be advertised more prominently in the waiting room.

**Cannock Chase Clinical Alliance PPG Meetings:** Margaret reported that attendance at the last two meetings, (July and November) had been very small. Items discussed included:

* Extended out of hours service. Appointments limited to 12 minutes per patient.
* One doctor commented that a locum system worked as well and gave access to patient notes.
* A New Model for Primary Care which would include other specialities, for example, physiotherapy, orthopaedic assessment and clinical pharmacy, all available in GP Surgeries.
* Survey on the use of the Out of Hours Service. Margaret reported that Dr Rasib’s surgery had not used all their available appointments. Sam commented that this was due to the Triage System used in the surgery which gave Dr Rasib the chance to see patients himself if he felt it was necessary instead of them being referred to the Out of Hours Service.

The next meeting will be on Thursday 17th January 2019, at Burnthill Lane, Rugeley, from 6 – 8pm.

**Warfarin Services:** Margaret has had no feedback. It is still ‘being discussed.’ Margaret to write an Email to the CCG requesting an update at the next meeting.

**Date of Next Meeting:** March 2019 – date to be decided after collation of survey.