

## Grove Road Surgery PPG

### Minutes 13th May 2019

Attendees: David Bell (DB) (Chair), Mary Leahy (Secretary), Diana Cheetham (DC), Mark Adams (MA), Ally Burnham (AB)

Apologies: Lucy Parkin (LP), Nicky Walker (NW), Ann Clarke (AC), Sam Bridgewater (SB), Liz McGraw (LM), Val Thornton (VT)

Absent: Jane Baumber (JB)

1. Minutes of meeting 4h March 2019: Accepted in advance of meeting and published.

2. Matters arising:

2.1 Revised appointment system was introduced at the beginning of the year. Patient surveys have been conducted in the surgery over the last 2 months in order to gather patient feedback on the changes made. The data will be analysed and patients may be contacted if necessary for further input. Action: DB, DC

The surgery will check if the automated telephone message informing patients of the changes is still active. If so the PPG agreed that this should now be removed. Action: AB

2.2 Missed appointments - the number of patients failing to keep appointments continues to be a problem. DB will follow up with the CCG whether it would be acceptable for PPG members to contact DNAs in order to find out why they had been unable to keep the appointment. Action: DB

2.3 Emergency appointments. DB will draft and agree guidelines with the surgery. The draft will be circulated to the PPG for approval before issuing. Action: DB

2.4 Constitution Review - It was agreed that some points need to be revised in order to allow more flexibility within the constitution. Suggestions should be sent to DB. Action: All

3. Any other business:

3.1 DB advised that LM has decided to stand down from the PPG as personal circumstances means that she can no longer give the time required. DB had thanked her for her input on behalf of the group.

3.2 Communication Review open. The maintenance of the noticeboards is the first priority, DB will send out a request via the Virtual PPG platform to ask for volunteers. The surgery will provide a contact person for guidance. Action: DB

3.3 Due to some PPG members standing down there are vacancies for new members. DB will contact volunteers from the reserve list. Action: DB, ML

3.4 Community Connectors - every Monday a Community Navigator will be available in the surgery to offer support to find practical solutions to everyday issues and to offer referrals concerning health and well being  
Website: <https://www.southdown.org/how-we-help/mental-health-recovery/community-connectors-east-sussex>

3.5 Primary Care Networks (PCN) – a PCN is an NHS initiative for a group of surgeries to join together in order to offer enhanced services for which additional funding will be available. Proposals are to be submitted to the CCG by 15th May. Grove Road surgery are proposing to join together with 4 other local practices. From July, if the PCN is approved, extended hours appointments (face to face or telephone), will be offered.

4. Next Meeting: Monday 1st July at 17:00