

Grove Road Surgery PPG

Minutes 4 March 2019

Attendees: David Bell (DB) (Chair), Diana Cheetham (DC), Mark Adams (MA), Val Thornton (VT) Sam Bridgewater (SB) (Practice Manager)

Apologies: Mary Leahy (ML), Lucy Parkin (LP), Nicky Walker (NW), Ann Clarke (AC), Liz McGraw (LM)

Absent: Jane Baumber (JB)

- 1. Meet the Team:** Sarah Buggins, Paramedic Practitioner gave a brief presentation of her role which is holding clinics for patients over 16 for most conditions, completing annual reviews i.e. dementia, mental health, rheumatoid arthritis, some home visits and helping out the nurses when they are short. Her clinics are currently 20 minute slots but it is intended to reduce these to 15 minutes. Sarah is currently unable to prescribe but is planning to undertake additional training to be able to do so.

- 2. Minutes of meeting of 14 January:** Had been accepted in advance and published. Going forward, it was agreed that these will be circulated to all members in both word and PDF format.

- 3. Matters Arising:**
 - 3.1 Communications Review:** As before.
 - 3.2 “111 Public Members Network”:** DB attended meeting on 1 March and will circulate minutes / briefing document when received to Group and Virtual Forum. Meanwhile he advised that work was ongoing to greatly improve 111 Service. **Action DB**

- 3.3 Vice Chair** No-one had volunteered. It was decided that the position should be omitted from the constitution.
- 3.4 PPG Review:** It was agreed that this was unnecessary as minutes tell the story.
- 3.5 Missed Appointments:** Problem continues with 88 and 99 in January and February. It was agreed that these numbers were extremely concerning as they wasted time and resources as well as depriving others of appointment opportunities. DB reported that this had been raised at a recent meeting of the PPGs Forum and it was a problem experienced by all surgeries. There were a number of suggestions as to how to get a message through that it is unacceptable to miss an appointment without cancelling. DB to draw up a briefing note pulling these together with proposals to tackle the problem. **Action DB**
- 3.6 Revised Appointment Booking System:** It was reported that this seemed to be going quite well with no major problems. DC had worked up a questionnaire to obtain patient feedback on their appointment booking experience. It was agreed that this was excellent and following a couple of minor additions patients should be asked to complete this whilst waiting to go in for their appointment. DB and SB to liaise on getting this underway on receipt of the final document from DC who would collect and extract data from completed forms. **Action DC, DB, SB**
- 3.7 Constitution Review:** DB had not had time to come up with a revised draft but will do so before the next meeting taking account of 3.3 and 3.4 above. **Action DB**

4. Home Visits: Dr Lukehad spoken with DB about home visits being requested when not necessary which resulted in staff losing time in unnecessary travelling. DB had circulated an advice note setting out criteria for home visits prior to the meeting. There was agreement that this should be issued as a PPG message to patients with no dissenting views.

5. Emergency Appointments: DB has been advised that some patients have been given GP appointments in slots held for emergencies when their problem was not actually urgent and the PPG have been asked if they can give guidance on this as for home visits. Agreed that DB should draft and agree advice with the GPs and then circulate to the group for approval before issuing.

6. Any Other Business: SB advised that the surgery was now able to offer stop smoking clinics on a Tuesday afternoon.

7. Next Meeting: Monday 13th May at 18:30 hrs.