

Patient Participation Group Meeting
Wednesday 8th May 2019

Present

DW, GM, JS, JB, PL

Apologies – TB, PL, KB,

DW thanked everyone for attending.

1. Last meeting minutes read and agreed.
2. FFT - DW informed the group that we are getting very few completed questionnaires and it is up to staff to point it out to every patient and they then say "I have already completed one of these." It is becoming a problem for staff as they do not always have time and patients are not happy to keep completing them. Discussed the past 3 months comments. All patients' comments are positive. PI said that he thinks patients will only use this if they are unhappy. GM says will not want to complete every time they come to surgery.
3. Extended Access – DW advised group that the extended access is now up and running and is working very well. We at surgery can book these appointments or 111 and patients are given a choice of locations and will have a proper appointment time to be seen.
4. Advanced Nurse Practitioner – started at the surgery on Tuesday 7th may. She will be working on Tuesday, Wednesday and with Dr Ahmed on Thursday am sessions. Dr Siddiqi will now only be working Mondays and Fridays at the surgery. Kathy is very well qualified and can do everything the Gp can do except issue Med 3's, which Dr QS or Dr Ahmed will do. She is in contact with Dr QS if need be and we are retain a slot per session for Dr QS so that if she feels the patient needs to be seen by a Gp she can book the patient into it for either of the Gp's on a Thursday or Friday.
5. Clinical Pharmacist - is working on a Monday at the surgery doing Medication reviews for Diabetic patients. She is currently a pharmacist but studying at Keele to become a clinical pharmacist and May well be working at the practice when fully trained. PL has concerns about this as he has been seen previously at the hospital with one and it did not end well.
6. Patient Survey - DW asks the group to look at the survey and see if we can shorten it a bit and also ask more relevant questions. The group discussed and amended where they felt it would improve the system. DW to amend. They felt it would be better to wait a few months to get feedback about the ANP etc so we will run it nearer the end of the year. The group will come in and run it while the surgery is on for us and MD will collate the results.
7. JS asks if the Gardner can come and trim the hedge by the steps as it is so bushy. DW has already spoken to the gardener and he was supposed to come last week. She will call again. PL says what about getting the community payback team involved and get the offenders to do it. He will send the number to DW. Also JB has a Gardner and will give us his number.

Next meeting TBA