

THE PARK SURGERY PATIENT PARTICIPATION GROUP MEETING  
HELD ON WEDNESDAY 29 JUNE 2016

PRESENT                    Nigel Hallam (Chair)  
                                 Jane Wharton (Practice Manager)  
                                 Rosalind Grice (Minutes)  
                                 John Flinders (Park Surgery)  
                                 Richard Davey (Park Surgery)  
                                 Gail Davey (Park Surgery)  
                                 Mary Shaw (Park Surgery)  
                                 Vic Hall (Park Surgery)  
                                 Lesley Hall (Park Surgery)  
                                 Rosita Dowdall (Park Surgery)  
                                 Barry Wood (Park Surgery)  
                                 Ellie Wharton (CCG)  
                                 Jane Yeomans (CCG)

APOLOGIES                Tony Mattison (Park Surgery)  
                                 Dr Adam Tooley (Park Surgery)  
                                 Viv Palfreyman (Park Surgery)

Welcome, introduction and minutes from previous meeting held on Wednesday 9 March 2016

Minutes of the meeting held on Wednesday 9 March 2016 were approved

**Matters Arising from the Minutes** – Follow-up actions from the survey in January were fed back by Jane and information had been put on the surgery website and sent out to the Virtual Members Group.

**A. Action Plan**

**As a result of the survey several things had been put into place.**

1. An extra staff member was on reception in the morning to deal with the extra telephone demand due to the change in the appointment system.
2. There were still be same day appointments available but the doctor on call would be the triage doctor who would deal with all the telephone calls on the day and where necessary would offer the patient an appointment to be seen in the surgery.
3. 50% of appointments could be booked on line and Jane said we had doubled the amount of appointments available to book on line. Some members thought it would be a good idea for there to be more publicity about this
4. A patient information screen is to be installed in the surgery. The CCG will fund this.

## **B. General Updates**

1. Wi-Fi - Jane said we now had Wi-Fi installed – this was open.
2. Lunchtime Closure - Nigel asked how the lunchtime closure was going with the surgery now closing for lunch between 1.00-2.00 pm. Jane said this was going well with no complaints from patients. It also gave the morning reception staff chance to liaise with the afternoon reception staff and if there was any staff training or meetings this time was also useful for that.
3. Patient Survey on the New Appointment System. Jane wanted to undertake a Patient Survey regarding the new appointment system. As the new system started in April 2016 Jane hoped that PPG Members would carry out a Patient Survey during October 2106. Nigel asked whether it was to be a full week survey and following a brief discussion it was agreed that it should be for that duration.

It was also agreed by members that Nigel and Jane would agree the particular week in October during which the Patient Survey would take place. Jane agreed to send the “draft” Patient Questionnaire to Nigel for comments. **Action Points: Nigel and Jane.**

*Following the meeting Nigel and Jane agreed that the Patient Survey to be conducted in October 2016 would replace the one which would normally be conducted in January (2017). It was thought to ask PPG members to undertake two separate Survey in a three month period was too demanding of their time.*

4. Next Meeting - It was **agreed** that one more meeting would be held before Christmas probably towards the end of November. Nigel would E-Mail once a date had been agreed with Jane and the doctors. As a result of the content of **3 above** the November meeting would be to discuss the findings of the Patient Survey conducted in October. **Action point: Nigel and Jane**
5. Carers Champions – Nigel thanked, Mandy, Michelle and Kelly, the champions’ carers from the Park Surgery for attending the Joint Meeting.
6. Tony Mattison – Nigel had received a letter of resignation from Tony Mattison due to his wife’s continuing ill health. Nigel had written back to Tony and thanked him for his contribution and the effort he put into the group.

The meeting closed at 8.30 pm.