

Minutes of PPG held on 7<sup>th</sup> May 2015 at 9 a.m. at North Somercotes.

Present:           Dr G. S. Parker                 J. Trueman           I. Rowson  
                      Bev Hrynkiw                 L. Chapman         J. Campion  
                      M. Park

Apologies were received from Elaine Bonnett, Jim Mahaffy and Richard Pettigrew.

Absentees: S. Pearce, J. Caws, P. Wilson, T. Clayton, J. West and M. Olphert, L. Green.

Lynn Chapman chaired the meeting and took the minutes.

LC welcomed two new members to the group, John Campion, a local B&B owner with 18 years experience in the pharmaceutical industry and Mel Park, the other new member, is Deputy Manager at Alderson House which is home to patients suffering from mental illness.

#### Previous minutes

- Website – This is still work in progress but was felt by members that it needed to be better advertised i.e. “the communication” would be a good source and also on the right hand side of the scripts (this has since been actioned). JT did say that several things had improved on the website i.e. bookable appointments being one of these.
- New telephone system – this is now in place but felt message needed shortening as it was quite long winded.
- It was agreed again that LC would find out the number of appointments attended with Drs/ Nurses over a 4 week period rather than do a DNA report as this was felt to be negative.
- Also LC to report on number of items dispensed over a particular month and the number of scripts issued.
- Members felt that letters be sent to recurrent DNA offenders as this was preventing people who really needed appointments from seeing a GP missing out on an appointment. LC to action this in future.
- TV’s & Touch screens – Now installed at both sites but still work in progress as not yet fully trained on the web media side of things. Some training to be done on 15<sup>th</sup> July but in-house training not yet organised. Members said that messages regarding the touch screen should be posted on the TV, this has now been actioned.

#### Update on MMP

Dr Parker announced his retirement from the practice on 5<sup>th</sup> June 2015.

Dr Parker said that work within the practice would be on-going to rooms in order to bring them up to an acceptable standard required by CQC.

He stated that Dr Cambell-Owen was only here on a short term contract and this would finish on 15<sup>th</sup> May 2015 and also said that Dr Deaney was in the process of recruiting further members to the team.

June/July would see the practice using locums and Dr Jordan would be doing most of the sessions although Dr Parker was also doing a few in June to help out.

He stated that extended hours was a probability in the future depending on what happens today (Election day). This would probably consist of one early morning and possibly 1 late evening also.

Dr Saddik is still continuing her usual 2.5 days per week.

Any other Business.

MP stated that one of her patients' anti-psychotic drugs had dropped off repeat. LC to investigate as to why this had happened.

JC reiterated about the website being poorly advertised and again suggested "the communication" magazine.

He also felt quite strongly about DNAs and repeated that letters should be sent out to repeat offenders. LC also suggested using the SMS messaging service more widely for routine clinics.

He had thought that the waiting room and entrance were overloaded with too much information but this had now been rectified and was much more simplistic.

Next Meeting Thursday 3<sup>rd</sup> September 2015 at 9 a.m. at Manby surgery.