

## Notes of PPG Meeting 8 October 2018

Present Dr Tim Ramsbottom, David and 10 patients.

		Action
1.	<p><b>Notes of meeting 9 July 2018 - progress</b>            David has put up stroke posters as requested.            Who's Who poster to be printed A3 and displayed.            Website discussion.</p> <ul style="list-style-type: none"> <li>• <a href="http://www.nevellsroadsurgery.co.uk">www.nevellsroadsurgery.co.uk</a> is out of date re PPG info</li> <li>• Google search for Nevells Road Surgery brings up NHS site <a href="http://www.nhs.uk/Services/GP/Overview/DefaultView.aspx?id=36631">www.nhs.uk/Services/GP/Overview/DefaultView.aspx?id=36631</a> (not the surgery's responsibility) which has out of date info.</li> <li>• Online access to one's own person records is possible on request but complicated and time-consuming for staff.</li> </ul> <p>Surgery no longer maintains its own email list of consultees.            PPG has enlisted many more participants, some here today.            David has identified 3 PPGs to visit and observe.</p>	<ul style="list-style-type: none"> <li>• David to work with practice manager, Gill, to train PPG's Sally to maintain PPG info</li> <li>• Dr Ramsbottom to ensure updated info is sent to NHS website manager</li> </ul> <p>David, John B and Liz to visit Birchwood PPG in December; others in 2019</p>
2.	<p><b>Partners Update</b>            David is now reception team leader.            The post of assistant practice manager is being advertised.            Relocation update:</p> <ul style="list-style-type: none"> <li>• The search continues for a viable location to house three Letchworth surgeries.</li> <li>• The PPG continues to support this aim.</li> <li>• The former Argos building meets many criteria but does not meet CCG funding constraints. Dr R is working with interested parties to seek a way forward.</li> </ul>	<p>Dr Ramsbottom to supply an update for the December newsletter.</p>
3.	<p><b>Summary from the CCG Patient Participation Group</b>            No news apart from thanking all who completed the phlebotomy questionnaire.</p>	
4.	<p><b>Goal setting for the PPG and Surgery</b>  <a href="#">NAPP toolkit</a> "Building Better Participation". Surgery is focussing on improving info and signposting for carers.</p>	<p>David to progress with Sally and Dorothy and report back to the January meeting.</p>
5.	<p><b>Appointments system</b>            A small number of 'extended access' appointments are available via a new service using the premises at the Sollershott surgery. Surgery policy is to release its own routine appointments for current and next day only, plus a few up to a week ahead. Is there a case for changing anything?</p>	<p>David to work with Natalie, Liz and Narinder to look at the appointments system and report to a future meeting.</p>
6.	<p><b>Ideas for December newsletter</b></p> <ul style="list-style-type: none"> <li>• Featuring Doctor Beebejuan</li> <li>• Request for patients to notify surgery of new mobile phone no. and email address</li> <li>• Flu update</li> <li>• New extended access service for routine appointments and 111 for urgent help</li> <li>• Winter vitamin D advice</li> <li>• New Year resolutions (smoking, diet)</li> <li>• Consider printing on coloured paper</li> </ul>	<p>David to ask Dr B for text</p> <p>Dr R to supply flu update</p> <p>Dr R to supply text on vit D</p> <p>David to research colour paper</p>
7.	<p><b>Next meetings</b>            6.30-7.30pm Mondays 14 January, 8 April, 8 July, 14 October</p>	<p>All to note</p>