

## Notes of PPG Meeting 8 April 2019

Present Dr Tim Ramsbottom, David and 11 patients: apologies from Daryl, Ian and Natalie

		Action
1.	<p><b>Notes of meeting 14 January 2019</b></p> <ul style="list-style-type: none"> <li>• Maintenance of PPG info on surgery website: David and Sally are working on this.</li> <li>• Park Run promotion now in place. Framed certificate provided by John to be put up by surgery's handyman</li> </ul>	<p>David and Sally to meet again soon</p> <p>Dr R to check</p>
2.	<p><b>Partners Update</b></p> <p>a. <b>Staffing</b> David is now Deputy Practice Manager Dr Abbas is leaving at the end of July and a recruitment process has begun</p> <p>b. <b>Premises</b> There are plans to create another consulting room by knocking together 2 examination rooms. There has also been a request to the clinic next door for space.</p> <p>c. <b>Increasing patient numbers</b> Another request to NHS England to close the list to new patients has been rejected. Today the queue of patients at the start of the day stretched down the road and the emergency doctor had patients for over five hours non-stop. The surgery has refused patients from outside the SG6 area for many years now but there are still 600 non-SG6 patients on the list. The surgery would like to write to those patients asking if they would consider moving to a more local practice.</p> <p>d. <b>Surgery merger and relocation</b> The landlords of the Argos site seem ready to absorb the financial outlay as they want to get the site let. Retail is a dwindling source of business for landlords. The other surgeries are fully on board. Space consultants will be engaged. Target for completion: 1 April 2021. There might be grant funding available.</p>	<p>Dr R to draft a letter for non-SG6 patients. Jackie and 2 others to give feedback before it is sent.</p> <p>Surgery to advise Baldock and Hitchin practices and check neither has a closed list.</p> <p>Marlene to research possible grant funding.</p>
3.	<p><b>Summary from North Herts &amp; Stevenage Patient Commissioning Group (PCG)</b></p> <p>Marlene has attended her first meeting and found it a useful source of information and support. She brought info re Cancer Volunteers who are trained to support awareness activities. Marlene also support their Diabetes Awareness event.</p>	<p>Dr R to share the info with Dr L who is the surgery's cancer lead</p>
4.	<p><b>Report from the sub groups:</b></p> <p>a. <b>Carers' support</b> – David has struggled to get permission for the Herts Carers logo to put on info packs. Suggested using the logo and sending it to Herts Carers for info, to see if they</p>	<p>David to finish the leaflets if possible</p>

		Action
	<p>objected.</p> <p>b. <b>Appointments system</b> – despite many improvements there are still problems although the atmosphere always seems calm and well organised. The uptake of online booking has improved but there are too few appointments. They are released at midnight and gone before morning. Regal Chambers uses a triage system. This was tried at Nevells Road but was not effective in saving time.</p>	David to arrange another meeting of this project group
5.	<p><b>Code of practice</b> This was signed off. Agreed that we are all bound by it but no need to physically sign to say so.</p>	Sally and David to put it on the website.
6.	<p><b>Next meetings</b> 6.30-7.30pm Mondays 8 July, 14 October, 8 January, 13 April, 13 July, 12 October</p> <ul style="list-style-type: none"> <li>Note: there may be other dates if necessary, for example if consultation begins on proposals for the new premises</li> </ul>	All to note