

## Notes of PPG Meeting 14 January 2019

Present Dr Tim Ramsbottom, David and 14 patients: Bob, Caroline, Daryl, Dorothy, Ian, Jackie, (chair), Jill, John, Marlene, Narinder, Natalie, Peter, Sally, Tricia.

		Action
1.	<p><b>Notes of meeting 8 October 2018</b></p> <ul style="list-style-type: none"> <li>• Maintenance of PPG info on surgery website: David has agreed a process with the practice manager and will meet with Sally next month when he returns from leave.</li> <li>• Surgery info has now been updated at: <a href="http://www.nhs.uk/Services/GP/Overview/DefaultView.aspx?id=36631">www.nhs.uk/Services/GP/Overview/DefaultView.aspx?id=36631</a></li> <li>• Observing other PPGs: none available to us in Letchworth but Sally has a PPG contact at a Hitchin surgery.</li> </ul>	<p>David and Sally to meet in February</p> <p>Sally to ask her contact at Hitchin PPG if we can observe them David to then arrange a visit if possible</p>
2.	<p><b>Partners Update</b></p> <p><b>a. Surgery merger and relocation</b> Merging surgeries seems to be the only way to retain a traditional-style GP service in Letchworth. The former Argos site remains the only site being considered. Even if it was settled tomorrow the move would be 2 years away. NRS patients would remain with their current named doctor.</p> <p><b>b. Additional GP hours</b> Dr Chatfield, who retired from the practice last year, now comes in on Mondays as a locum.</p> <p><b>c. Additional reception staff hours</b> More hours are now being funded for reception.</p> <p><b>d. Physician associate</b> This is a new national initiative and the surgery is training one physician associate.</p>	
3.	<p><b>Summary from North Herts &amp; Stevenage Patient Commissioning Group (PCG)</b> Pat has been our rep on this group for years and is looking to hand on the role. Marleen is interested; so is John.</p>	<p>Jackie to send details to Marlene to consider. Cc to John in case Marlene declines.</p>
4.	<p><b>Report from the sub groups:</b></p> <p><b>a. Carers' support</b> – feedback from Sally: Some progress made; another meeting to be arranged. David is looking for a logo to put on info packs</p> <p><b>b. Appointments system</b> – feedback from Natalie Trialling booking 3 weeks ahead; monitoring DNA effect. [DNA = did not attend]. Trying to address the 8am bottle-neck. Need to find examples of other (successful) systems. Another meeting to be arranged.</p>	<p>David to arrange a 2<sup>nd</sup> meeting when he returns from leave. Sally to look for a possible logo</p> <p>David to arrange a 2<sup>nd</sup> meeting when he returns from leave</p>

		Action
5.	<p><b>Code of practice</b></p> <p>Sally and Jackie shared an early draft which incorporated ideas from the National Association for Patient Participation. David supplied an example from another PPG. He also had an example of a constitution; this may be for later consideration.</p>	<p>Sally and Jackie to further refine their draft and then circulate to all for discussion.</p>
6.	<p><b>Ideas for March issue</b></p> <p>David produced some examples of issue 6 on pastel coloured paper. All present liked this idea. He also had 2 examples of other surgeries' newsletters. We liked one for its brevity. We liked the other because it said: Issue 7: July to September 2018. We currently say September 2018 which means the newsletter soon appears out of date.</p> <p>Next edition to feature:</p> <ul style="list-style-type: none"> <li>• Nurse Cockx</li> <li>• Surgery move – latest position and effect on patients</li> <li>• Seasonal messages such as hay fever and holiday jobs</li> <li>• The effect of missed appointments</li> <li>• How to cancel an appointment - simply</li> <li>• Perhaps the surgery's privacy statement as at <a href="http://www.nevellsroadsurgery.co.uk/practice-information/privacy-notice/">www.nevellsroadsurgery.co.uk/practice-information/privacy-notice/</a></li> </ul>	<p>David to print future editions on pastel coloured paper</p> <p>Jackie to change the date format on next newsletter so it stays 'in date' for 3 months</p> <p>David to ask Nurse Cockx for text</p> <p>Dr Ramsbottom to supply latest info on surgery move by end of February</p> <p>Newsletter team to use these ideas</p>
7	<p><b>Any other business</b></p> <ul style="list-style-type: none"> <li>• Marlene explained that telephones via landline are being replaced by VOIP (voice over internet protocol) and will become standard. Skype consultations are not being considered.</li> <li>• John is volunteering to be the surgery's link to the Park Run. Dr Ramsbottom agrees. It is free so if you would like to take part, you <u>need to register</u> at <a href="http://www.parkrun.org.uk/letchworth/">www.parkrun.org.uk/letchworth/</a></li> </ul>	<p>Marlene to send VOIP info to Dr Ramsbottom</p> <p>John to send Park Run form to Dr Ramsbottom to complete on behalf of the surgery</p>
8.	<p><b>Next meetings</b></p> <p>6.30-7.30pm Mondays 8 April, 8 July, 14 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>	<p>All to note</p>