

Notes of PPG Meeting 8 July 2019

Present Dr Tim Ramsbottom, David and 15 patients: apologies from Caroline, Karen, Marlene and Stefania

	Action
<p>1. Notes of meeting 8 April 2019</p> <ul style="list-style-type: none"> • all actions dealt with • we had all looked at the updated PPG pages on the surgery's website before the meeting and were pleased with it. Thanks to Sally and David for this and their ongoing work to maintain the site. 	
<p>2. Partners Update</p> <p>a. GP recruitment Dr Barbara Duncan will become a partner on 1 August 2019</p> <p>b. Premises and relocation</p> <ul style="list-style-type: none"> • The extra consulting room is due to be created over a weekend in August. • Plans to merge with other surgeries in the former Argos shop are progressing, with a completion target of April 2021. • Dr Lacy attends regular meetings with NHDC, the Heritage Foundation, the landlord and the commissioning group. The council's main concerns seem to be about parking, even though parking options near the Argos shop are much better than near the current surgeries. • The Sollershott surgery is not yet in a position to join the merger but could follow in phase two. • The new, bigger surgery will have the scale to consider employing specialists to relieve doctors' workload, for example a mental health nurse. • Decisions about services such as ear syringing and skin conditions would be made by the new partners jointly. This may be a topic for the new, merged PPG to take up. <p>c. Increasing patient numbers Plans have been dropped about writing to non-SG6 patients asking them to consider finding a GP nearer home. Apparently Baldock's GPs have even more SG6 patients than the non-SG6 patients registered in Letchworth. We could gain more patients that we would lose.</p>	
<p>3. Summary from North Herts & Stevenage Patient Commissioning Group (PCG) Marlene was unable to attend but passed on a message from the Clinical Commissioning Group:</p> <ol style="list-style-type: none"> 1. we need a patient rep interested in pathway /modelling / possibly tech development in skin health and dermatology services, to attend meetings on: 	

		Action
	<p>14 Aug – 3-5pm Charter House, WGC 14 Nov – 2-4pm Charter House, WGC 2. we need a patient rep interested in Parkinsons disease.</p> <p>If you have experience as a patient or carer in either of these areas and would like to help, please email Jackie and she will put you in touch.</p>	
4.	<p>Report from the sub groups:</p> <p>a. Carers' support – David circulated ideas for improving the patient registration document. He will incorporate our feedback, send the final version to Jackie and then sign it off. Well done to everyone who helped with this.</p> <p>b. Appointments system – This group has worked with the surgery to achieved several improvements:</p> <ol style="list-style-type: none"> 1. An increase in online appointments 2. An overall increase in the number of appointments through more telephone appointments 3. Releasing more 7- and 14-day appointments 4. Using text reminders to reduce no-shows 5. Increasing the number of staff answering the phone 6. Releasing online appointments at 8am instead of midnight <p>This sub group has now finished. Well done to all involved.</p>	David to finalise carers section of new patients form.
5.	<p>AOB David will find out if it is possible to give patients an idea of how long they will be waiting. Regal Chambers gives info via Systmonline in their surgery, reducing their anxiety and uncertainty. The aim will be to give patients real-time waiting information such as we are now used to at bus-stops.</p>	David to research how to give waiting time info to patients
6.	<p>Next meetings 6.30-7.30pm Mondays 14 October, 8 January, 13 April, 13 July, 12 October</p> <ul style="list-style-type: none"> • Note: there may be other dates if necessary, for example if consultation begins on proposals for the new premises 	All to note

After the meeting:

- a. One PPG member suggested that we look at complementary therapies, accepting that we might be better to wait until the merged surgery is in place.
- b. Another PPG member suggested getting a small working party together to re-cover the waiting room seats. David will look into this.
- c. The annual survey required by the CQC is due soon. David will contact Jackie when the CQC has sent the information so that interested PPG members can help.