

Notes of PPG Meeting 14 October 2019

Present Dr Tim Ramsbottom and 14 patients: apologies from David and Narinder

		Action
1.	<p>Notes of meeting 8 July 2019 all actions dealt with except one, now carried forward:</p> <ul style="list-style-type: none"> David to research how to give waiting time info to patients 	David to research how to give waiting time info to patients
2.	<p>Partners Update</p> <p>a. GP recruitment Dr Barbara Duncan became a partner on 1 August 2019 Nurse Cockx has left and in her place is a new nurse practitioner, Kim Cook. A clinical pharmacist (Dan Rahemtulla) has joined the team part-time on Wednesdays and Thursday mornings.</p> <p>b. Premises and relocation</p> <ul style="list-style-type: none"> The extra consulting room has been created. Plans to merge with other surgeries in the former Argos shop are progressing, with a completion target of April 2021. Concerns about the service charge that would normally apply but would be unaffordable for the new surgery. <p>c. Inspections</p> <ul style="list-style-type: none"> The last CQC inspection was almost 3 years ago and so could be repeated in 2020. Dr Lacy is working towards accreditation as a trainer. This will entail an independent assessment of the whole surgery. PPG input is likely to be useful on both of these inspections 	Jackie to update the Who's Who displayed in the waiting room
3.	<p>Future project(s) for the PPG Dr Ramsbottom shared a list of possible projects which was welcomed by all present as we want to be useful We will start a sub-group to look at improving the surgery's information on loneliness and how to offer help</p>	Sub-group to meet 6pm Tuesday 29 October
4.	<p>Summary from North Herts & Stevenage Patient Commissioning Group (PCG) Marlene is concerned that the group is struggling. She will help to improve the group for our mutual benefit.</p>	Marlene to support improvements to North Herts & Stevenage PCG
5.	<p>AOB</p> <ul style="list-style-type: none"> Need to update www.nevellsroadsurgery.co.uk/practice-information/doctors/: add Dr Duncan and remove Dr Abbas. Agreed that customer service by reception staff is greatly improved. Would like to send our appreciation 	David to update website Dr R to convey PPG's thanks to reception team
6.	<p>Next meetings 6.30-7.30pm Mondays 6 January, 6 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 changes