

Notes of PPG Meeting 6 January 2020

Present Dr Tim Ramsbottom, David Mann and 10 patients

		Action
1.	<p>Notes of meeting 14 October 2019 all actions dealt with except one, now carried forward:</p> <ul style="list-style-type: none"> David still researching how to give waiting time info to patients although receptionists can now post a screen notice about individual doctor's delay. 	David to further research how to give waiting time info to patients
2.	<p>Chair for 2020 Jackie will continue for one year. She would welcome someone to shadow her in preparation for them chairing next year.</p>	All to consider chairing next year and contact Jackie re shadowing
3.	<p>Update on Social Prescribing</p> <ul style="list-style-type: none"> The project team has gathered a stack of information which they will now collate in a folder. Hoping to put online too. They await a reply from www.socialprescribingnetwork.com Any 'link workers' (paid or not) will need training. Dr R is going to explore possible funding from PCN. Social prescribing could run alongside a drop-in service run by Herts County Council for say 2 hours per month 	<p>Social prescribing project team to meet again soon.</p> <p>Dr R to enquire about possible funding from the Patient Care Network</p>
4.	<p>Partners Update</p> <p>a. Premises and relocation</p> <ul style="list-style-type: none"> Plans to merge with all 3 other surgeries in the former Argos shop are progressing, with a completion target of April 2022. Joint meetings are continuing regarding the terms and finances Birchwood seem keen to keep patients with their current GPs. <p>b. Inspection</p> <ul style="list-style-type: none"> The latest CQC inspection was conducted by phone and the surgery was rated Good. The PPG was commended. <p>c. Training new GPs</p> <ul style="list-style-type: none"> Dr Lacy has been accepted as a GP trainer and so a trainee GP should join the practice later in the year. <p>d. Survey results</p> <ul style="list-style-type: none"> results at www.gp-patient.co.uk/report?practicecode=E82008 are very disappointing for GPs and staff. Efforts to improve access to appointments have barely caught up with rising patient numbers (30-40 more every week!). Efforts so far include using locums, extra nurses, and more staff answering phones at peak times. PPG agrees that Dr R should apply to close the patient list. Project group to work with Dr R on way forward. Ideas include promoting surgery's achievements in various ways, providing patients with info on how to access appointments, further increasing staff answering phones at busiest times. 	<p>Dr R to apply to close the list for 6 months</p> <p>Project team to meet at 6pm on 21 Jan and then update PPG in April</p>
5.	<p>Summary from North Herts & Stevenage Patient Commissioning Group (PCG) Meetings currently suspended pending reorganisation of group.</p>	
6.	<p>AOB Please could PPG members see and comment on: www.nevellsroadsurgery.co.uk/practice_news/safeguarding-for-children-adults/</p>	All to send comments to nevroadppg@gmail.com
7.	<p>Next meetings 6.30-7.30pm Mondays 6 April, 13 July, 12 October</p>	All to note change of date of next meeting