

Woosehill Patient Participation Group

Minutes of the Meeting held on 16th March 2017

Present: Keith Cattran (KC), Mike (not sure if it is Mike or Michael) Taylor (MT), Sharron Hargreaves (SH), Margaret Greedy (MG), Robin Swan (RS), Kay Gleed (KG), Chris Allen (CA), Peggy Priest (PP) & Marjorie McDonald (MM)

Apologies: Phil Evans (PE)

Not on list but should be invited to future meetings: Jim Stockwell (JS)

Please note that in future full names will not be written just the initials.

1. Everyone introduced themselves & stated their involvement with the practice. It was noted that quite a few of those (patients) have been with the practice for a number of years.
2. Our main aim is to represent the patients. Everyone was given a copy of the terms of Reference to digest before the next meeting in order to discuss them properly. SH to try to access the 'Best Practice Guide' & send it electronically to members in order to gain insight into how we might go forward.
3. Doctors Anand and Kumar came for a few minutes to meet everyone & to tell us how they wanted to improve the practice. Streamlining of the appointment system seemed to be high on the list of priorities. To this end the duty doctor now has less routine appointments in order that those who are urgent cases can be seen sooner.
The website is also undergoing modernisation and should be more user friendly.
They are also happy to create a board with photographs of all staff on it. (As a note to this - discussed after they left - it was suggested that if a Doctor had a specialism, then it would be on the board. This would enable the patient to be sure that they saw the relevant doctor rather than seeing another & then needing to see the doctor with the specialism).
4. Officers 'elected' are KC as Chair, RS as Vice & MM as secretary.
5. Meetings used to be quarterly & that would be the aim (eventually, when everyone is au fait with the system). At present they should be more frequent (see date below) & will be during the day.
6. An agenda is attached outlining this
7. It was noted that there have been complaints re a group of teenagers who are causing problems around the surgery as well as

Morrison's Car Park.

A Rape Alarm has been/will be (not sure which) placed in reception as some of the staff have been hassled as they leave at night.

PP will speak to Morrison's, RS will speak to WBC & CA is investigating a CCTV system so that problems will be recorded.

It was noted that some patients felt that they should always see the same doctor, whilst this is preferable for continuity of a particular ongoing problem (my words), everyone is registered with the practice & can see any doctor.

It was felt that the staff could rotate attending the meetings so that everyone had some input & that the group had some insight of the different aspects of the practice. This was felt to be a good idea.

At present the medical staff comprise:

4 Partners (including Dr Rishi Anand - Managing GP)

7 Salaried GP's

1 Nurse Practitioner

3 Practice Nurses

2 Health Care Assistants

8. Date of the next meeting: Monday 24th April 2017 at 13:00 hours.

cc: SH, CA, KG, KC, RS, MT, PP, PE, MG, JS & MM

Woosehill Patient Participation Group
Agenda for the Meeting on 24th April 2017 at 13:hours

1. Matters arising

2. Communication with patients (News Letter, Website etc)

3. AOB

Telephone Numbers/Addresses of the group

4. Date of next meeting

cc: SH, CA, KG, KC, RS, MT, PP, PE, MG, JS & MM