

## MINUTES PPG HELD ON 7<sup>TH</sup> JANUARY

### IN ATTENDANCE:

ASP  
MS  
SUSAN MARKS  
KIRTI MEHTA  
HILARY KATES  
JEREMY GOLD  
STEPHEN FREEDMAN

### APOLOGIES:

WENDY RUSSELL-BARTER  
CAROLINE GOWCZEWSKI  
MARGARET WEISS  
HILDA DA SOUZA  
DHARMISTHA PATEL  
STEPHANIE SWYNNERTON  
LEELA FLOYD  
JOYA KNIGHT  
JASMATI PATEL

1. GROUP WELCOME
2. **ASP** AGREED MINUTES AND ACTIONS FROM PREVIOUS MEETING
3. **ASP** GAVE NEWS UPDATE ON THE PRACTICE
4. **ASP** INFORMED GROUP OF POSSIBLE CQC VISIT THIS YEAR DUE TO MERGE AND SCHEDULED VISIT DATE
5. **ASP** INFORMED THE GROUP OF THE COLLABRATIVE WORKING ARRANGEMENTS UNDERTAKEN BY WMP AND TWO OTHER GROUP PRACTICES ON THE PATCH
6. **ASP** SPOKE ABOUT THE POSSIBLE IMPACT NEW GP SURGERY COULD HAVE NOW MOVING INTO FMH
7. **ASP** EXPLAINED NEW ROLES WITHIN THE PRACTICE – MEDICAL ASSISTANT/PRESCRIPTION CLERK AND THE TRAINING PROVIDED FOR THESE ROLES
8. **ASP** SPOKE ABOUT OUR NEW TRAINING BOOKS FOR RECEPTION STAFF AND THE PLAN TO RETRAIN/EXTEND TRAINING TO ALL CURRENT AND NEW STAFF
9. **ASP** DISCUSSED NEW TEXT MESSAGING SERVICES AND THE POSSIBLITY OF NEW TECHNOLOGY E-CONSULT – ONLINE TRIAGE SERVICE WHERE PATIENTS ASK A CLINICAL QUESTION AND A GP WILL REPLY EITHER BY EMAIL OR VOICECALL

**THE GROUP** SUGGESTED WE USE COLOURED PAPER TO ADVERTISE NEWS ITEMS IN THE WAITING ROOM ESPECIALLY FOR SIGNPOSTING PURPOSES THEIR SUGGESTIONS TO ADDRESS WERE:

OVER 65s

SOCIAL HOUSING

BENEFITS

SERVICES AVAILABLE

PHARMACY

THEY ALSO SUGGESTED WE HAD A SINGLE COLUMN SAYING WHAT WE CAN DO FOR YOU IN RESPECT OF THE ABOVE SERVICES

**THE GROUP** ASKED FOR A MORE BALANCED ROLE AS THEY HAD SPOKEN BEFORE THE MEETING AND WISHED TO FORMULATE SOMETHING

**THE GROUP** ASKED FOR PLACE NAMES TO BE PROVIDED

**THE GROUP** SUGGESTED WE WRITE INDIVIDUALLY TO ALL MEMBERS PAST AND PRESENT ASKING FOR A WRITTEN ACCEPTANCE OF WISHING TO STAY OR GO.

ALSO AT THE SAME TIME INFORMING THEM THAT THE NOW SAID GROUP HAVE BEEN RECONSTRUCTED AND WISHED TO MOVE FORWARD - THANKING THOSE MEMBERS FOR THEIR PREVIOUS INPUT, BUT A NEW COHORT WOULD NOW BE SOUGHT

**THE GROUP** SUGGESTED THAT WE MOVE TO LUNCHTIME MEETINGS WITH THE ACTUAL MEETING TO BE BIMONTHLY INSTEAD OF QUARTERLY

**THE GROUP** REQUESTED A WHITE BOARD WHERE THEY COULD INFORM PATIENTS OF VARIOUS EVENTS ALSO RECEPTION COULD UPDATE PATIENTS WHEN GPs WERE RUNNING LATE

**HK** EXPRESSED A WISH TO BE MORE INVOLVED WITH AN ALLOWANCE MADE FOR HER TO HAVE ACCESS TO A COMPUTER TO TYPE UP LETTERS IF NEED BE ON BEHALF OF THE GROUP

**HK** ALSO SUGGESTED WE HAVE A CHAIRPERSON TO LEAD THE GROUP AS SHE FELT WE NEED TO CHANGE

**HK** VOLUNTEERED TO TAKE THE ROLE OF CHAIR – THIS WAS SECONDED BY JEREMY GOLD

**ACTIONS FROM THE MEETING ARE:**

1. **HK** ASKED TO COME AND MEET PMs – WHICH SHE DID AND WANTED TO DRAFT A LETTER ON BEHALF OF THE SURGERY RELATING TO THE FMH NEW SURGERY.
2. **HK TO** DRAFT A 5 PAGE DOCUMENT WHICH ASP TOOK ANALYSED, BUT WHICH HOWEVER WAS NOT NEEDED AS COLLABORATIVELY A RESPONSE WAS DRAWN UP FOR EACH PRACTICE IF WISHING TO USE.
3. **MS** TO WRITE TO EXISTING GROUP TO RATIFY SUGGESTIONS FROM GROUP
4. FOLLOW UP MEETING TO CONFIRM MEMBERSHIPS

**NEXT MEETING RESCHEDULED FOR MONDAY 25<sup>TH</sup> MARCH 2019 @ 6:15pm.**