

PATIENTS PARTICIPATION GROUP

Date: 25 September 2019 17.30

Present:

Tony Clark, , Arthur Mason, David Richardson, Pippa Shoobert, Karen Bradford, Janet Baldock

Next meeting:

6 November 2019 17.30 @ Eaton Socon

1.APOLOGIES

Lynne Stevens

2.MINUTES OF THE PREVIOUS MEETING & UPDATES

Minutes of the previous meeting agreed as correct.

3.TREASURERS REPORT

Last statement 5.7.19 Business £1033.23 Savings £412.09

4.UPDATE FROM SARAH

Staff

Discussed ongoing vacancies within all teams

Recent starters: Dr Halstead and Dr Chapman

New Recruits: 2 more GP's one in Nov and one in Jan

Secretary starting End September Practice Nurse starting End Sept

2 more Reception started with further vacancies advertised.

Still sickness within team including 3 members on long term sick

Projects

Doctorlink now up and running – app can be downloaded – this is a symptom check which direct to appropriate care i.e. GP/Pharmacy/A&E

Facebook – outside company managing with input from surgery – weekly newsletter to keep patients informed

Telephones

Still an issue but working hard to improve – average answer times 9 minutes – taking approx. 900 calls per day

Discussed continuity of care – this can be difficult as majority of clinicians are part-time as well as working across sites but this is something we are mindful of.

5.NHS HEALTH CHECKS

Tony discussed NHS Health Checks – Sarah asked that eligible people have them at the surgery rather than with a third party. All agreed great idea to enable patients to be responsible for their own care.

5.DEMENTIA PROJECT

Discussed how we can get this off the ground – suggestions included U3A/Mind/Nelson Lodge/BBC Sounds/Time bank

NEXT MEETING Wednesday 6 November at 17.30 Eaton socon