

**Patient Participation Group**  
**Minutes of Meeting**  
**26<sup>th</sup> September 2017**  
**Tuxford Surgery**

**Meeting Opened: 600 p.m.**

**Present:**

Oliver Lord (Practice Manager); Dr Neil Harris (GP)  
Kath Hobart; Faith Tindall Graham Nicholls; Susan Thompson; Tony Tapper; Ann Wrightwick; Tony O’Keeffe; Tony Maskery; Rona MacKenzie-Batterbury; Janice Martin; Cath Connolly; Joan Moorhouse

**Apologies for absence:**

Michael Colborn; Vince Ion; Byron Dawson; Angela Green; David Bird; Julie Mayfield; Brian Fretwell;

**Issues from Past Meetings:**

**1. Premises Improvement Plan**

There were no updates at present, further adjustments to iron out. NHS England have now relaxed the time table of the build. Plans have yet to be submitted yet.

**2. PPG support for Influenza Clinics**

Dates for Flu clinics are:

05/10/2017 1 – 6 pm

10/10/2017 “ “

18/10/2017 “ “

During the clinics is an ideal time to collect some data for the surgery, checking updates of addresses, mobile phones, email etc. Show people how to use the checking in system asking if they understand and can access the patient on-line system. PPG members to be sent a spread sheet, to fill in of availability, an ID badge to be made for each helper and paperwork of questions to be available by Practice staff for PPG members to give to patients.

Permission given to put up the Dial a Trip Banners in reception during this period, promoting the service and asking for volunteers.

**3. Practice Telephone System update**

The new system has been installed like for like, this disposes of the separate line for the pharmacy. Recorded messages will be updated on the system. They are looking into the possibility of a Triaging system for the future. At present they are working on updating the text messaging service, to include cancelling an appointment if the patient is unable to attend. The group were asked for their opinions on what the system should do and the response was positive with what so far had been discussed.

**4. Feedback from the PPG chairs Meeting (Joan Moorhouse)**

Some of the issues arising from the meeting were the longer surgery hours (evening and weekend) This was explained that it may mean an out of hours Hub being set up at one of the larger surgeries in the Primary Care Home, this could be at the Retford Primary Care Home for those in the Tuxford Area. Other items discussed included the time people sometimes had to wait for blood tests and the results, especially when having to send off before 11 am. The Larwood Medical Centre was discussed regarding what they were currently doing including employing 2 paramedics, this seems

very good but the Practice Manager believes we should wait and see how it pans out. Also discussed other local practices moving to a “Triage First” appointment system, whereby clinicians triage all patients calling into the practice, deal with what is appropriate to deal with over the phone but bring the clinically appropriate patients into practice for face to face consultation. This system would deal with the whole days demand on the day – thereby giving a same day service and no longer having “urgent” or “routine” appointments. Patients shared their views and concerns with Dr Harris and Practice Manager, but views given were mostly positive.

#### **5. Practice Updates**

The Friends and Family Test was to be continued and possibly used during the Flu clinics. There was to be a recall system put into operation for Child Immunisations shortly.

#### **6. Other Matters Arising**

South Yorkshire & Bassetlaw Agencies are looking for people to join as members of citizens’ panel see link below for those with interest in joining this panel.

**Meeting finished at 7.30 - Next meeting **Thursday 23<sup>rd</sup> November 2017 at 6pm****

Don't forget any other suggestion for the Newsletter to [morgan.davies@nhs.net](mailto:morgan.davies@nhs.net)