

## **Minutes of PPG Meeting 22<sup>nd</sup> April 2014 at 6.30pm**

Attendees:- Sue Adams, Tara Faulkner, Eddie Birmingham, Carol Beard, Joyce Greener, John Wright, John Hendle, Jan Hendle

Late Arrivals:- Keith Halliwell and

Apologies:- Caroline Dawson, Andrea Fray, Pam Sahota, Kelly Houghton, Elaine Crimp

### **Minutes of Last Meeting**

Minutes of last meeting reviewed. Typo error mentioned. Blue screen in reception for confidentiality reasons is now up. Still waiting for a radio or television in the waiting area, which will hopefully be sorted out soon. Survey has been completed and the results can be viewed on our website.

### **Recruitment**

Mr Birmingham mentioned a Staff Photo Board would be useful for patients and would like for this to be implemented. Sue mentioned that new staff including Sally Gandeche who is the new Practice Nurse, Tara Faulkner and Meena Kent have started on Reception, and another Receptionist named Julie will be starting in one weeks time.

Sue Adams stated that a new GP is waiting to start next month (Dr Ankrah). At present we have Dr Thia, Dr Piskata, Dr Saad and Dr Pirisola on a regular basis.

Sue Adams agreed that the Practice Information Leaflet needs to be updated with new staffing details.

### **Maintenance**

Joyce Greener mentioned that a ramp is needed for disabled access on the reception doors. She asked if this would be considered a health and safety issue. Sue has spoken about this with Pam, who will write to the landlord to see if she would sort something out in the meantime. After discussions about a temporary ramp, Sue said that we could look into that. As there is wheelchair access at the other entrance to the building it would not be a Health and Safety issue.

### **Equipment**

Sue Adams stated everything is now in place on-site. ECG machines and Spirometers are now available and can be used by all nurses on site. Nurses will continue to receive training to keep them up-to-date.

## **Survey**

Sue Adams stated that the survey went well and the results have been published on the Practice Webpage.

The new computer systems to evolve next month and should be up and running by July 2014.

A new booking in system and patient screen will be installed in the reception area.

## **General**

Sue Adams stated that there are now more 'same-day' emergency appointments, later appointment times and a Saturday surgery to try and meet the demand of the patients needing appointments. Also, every day a GP will be on-call from 8.00am to 8.00pm, and can make telephone triage appointments if no emergency slots are left.

All stated that they would like the practice to cut down on use of locum doctors, and to try and have some continuity so patients feel more confident when seeing a GP. Sue Adams did state that locums are used to cover absences, which will need to continue to be done when necessary.

All stated that it is a long wait to receive a general appointment (approximately 8 day wait), which is frustrating. Sue Adams reiterated the longer hours we are open, plus Saturday mornings, plus emergency slots available every day, and stated that this should hopefully start to help bring the waiting time down.

Tara Faulkner left meeting at 7.10pm.

A.O.B.

The question of why does it take 48 hours for a repeat prescription was raised. Sue explained the system.

Discussed 'why do items get taken off the prescription without any explanation'? Sue explained that they are taken off current medication when they are not issued for some length of time or the medication has been changed. Other than this she did not know why an item would be withdrawn without some explanation.

Sue has asked why it takes so long for a referral to be sent. It took eight weeks for one of the members of the meeting to be referred. Sue explained the system, but she did not know without looking into the case why it took this long.

Concern was raised about the artex on the ceilings of the building and where Phoenix stood, as it could contain asbestos. It was felt the building was too new for this to be the case. Sue agreed to mention this to them.

It was agreed Sue would ask Kelly to send Mr Bermingham a list of the medical teams names.

Next meeting 24<sup>th</sup> June 2014 at 6.30pm