

MINUTES OF PATIENT PARTICIPATION GROUP MEETING

Tuesday 14 June 2016

Present: Tony Scofield Philip Jackson Sheila Stroud Susan Stoodley Andrea Ball
Dr Juliet Balfour

Apologies: Trish Willis

1 Minutes of the meeting held on 15 March 2016 and matters arising

The minutes were approved.

2 CQC Visit debrief

AB thanked those members present for their support in attending the surgery and participating in the CQC inspection on 11 May 2016. The surgery received positive informal feedback at the end of the day and expect to receive a formal report within 50 days of the inspection.

3 Friends and Family Test Feedback April 16 to June 16

AB reported that overall two negative comments were received and two positive comments. These will be uploaded to the surgery website under the PPG tab and were discussed by the group.

It was agreed by the group that the comments did not require any action to be taken.

4 Raising Awareness of the PPG – feedback from SS

SS reported that a number of patients were recruited to the virtual PPG group. It was noted that none of the patients that Trish spoke to had heard of the PPG – Trish offered following the session to update the PPG notice board to attract more attention. One patient complained that the time waiting between arrival and being seen was unacceptably long. A white board is updated behind the reception desk to notify patients if there is a delay in clinic running times – it was noted that there will be some consultations that take longer than others and the group felt that this was acceptable.

It was suggested that information about the Nurse Practitioner role could be displayed on the TV screens in the waiting room.

5 AOB

Sheila asked if given the shortage of GP appointments routine medication reviews could be conducted by other health professionals – for example a pharmacist?

JB explained that a proposal within Mendip had been put forward for funding such a pharmacist role within practices but had not been successful – though this will be one of the future workforce solutions within general practice.

Susan informed the group that she had recently completed her health Connectors training and would be supporting Health Connections within the community signposting patients to local health and wellbeing support groups on an opportunistic basis.

Tony suggested Susan report back to the group on the development of this role at future meetings.

Date of next meeting Tuesday 11th October 2016 at 3pm (revised date)