

## **HEREWARD GROUP PRACTICE PATIENT PARTICIPATION GROUP (PPG) MEETING HELD AT THE PRACTICE ON MONDAY 13 APRIL 2015 AT 6.15 PM.**

### **1 .PRESENT**

Mr B Sadler (Chair), Mrs S Michael (Practice Manager), Mr M Wright, Mrs M Wright, Mr T Reacher, Mrs J Reacher, Mrs J Payne ,Mrs K Dolby ,Mrs J Richardson, Ms L O'Brien, Mr R Casboul (Secretary) .

### **2. APOLOGIES**

Dr T Ashley-Norman , Mr R Rose.

### **3. MINUTES OF LAST MEETING.**

These were accepted as a true record and signed by the Chair subject to an amendment re Staff Appointments/Changes. Second dot point to read "Debbie is to assume responsibility of Lead Nurse " .

### **4. GENERAL PRACTICE ISSUES.**

Mrs Michael provided an update on news and other developments on the Practice web site.She also updated the Group on the Electronic Health Record and the ability of those Patients with on line access now being able to view test results and immunization details within their record.

Electronic Prescribing had now gone live and also the Hereward Prescription service in partnership with Pharmacy 2U has been launched. Attention was drawn to the Patient leaflet available within the Practice. Mrs Michael drew the attention of the Group to a letter sent to Patients advising them of these developments. Unfortunately through the use of a spreadsheet names and addresses had become mixed and although this error was eventually spotted a small number of letters may have been delivered.Revised letters were being despatched at the present time.Members commented on the continued problems with the service provided by local pharmacies.

The Monday Morning Open Access clinic continues to be well attended and is working well. The number of doctors supporting this clinic has been increased to seven. Nurses are also undertaking an additional clinic on Monday evenings. Some reception staff have been trained to undertake phlebotomy to ensure additional flexibility.

The Practice currently has two GP Registrars (Drs Ahmed and Sethi).One will be replaced in August by Dr Bedi.The Practice are also looking to recruit a further part time doctor in the light of the Practice list increasing to 12500 patients.

Mrs Michael indicated that the Practice were considering utilizing the children's play area as a patients self help area. Further car parking was still under consideration although there are unlikely to be any simple solutions.

## **5. FEEDBACK ON MEETINGS ATTENDED.**

Mr Sadler had attended a meeting of Chairs of local PPGs on 27 March. A further meeting had been arranged for 24 April. He felt this Group was now working in a more effective way and actively working to achieve solutions to issues.

Mr Sadler had also spoken to the Chief Executive of Lincolnshire Healthwatch and now had a greater understanding of its priorities and intentions.

## **6. ANY OTHER BUSINESS.**

There was a discussion around the involvement in the Group of local Care Homes. It was agreed to send them minutes of PPG meetings and any newsletters. Mrs Michael agreed to provide a list of local Care Homes. A manager or matron would be a welcome addition to the Group as would be a young Parent as the Group had no representation from this part of the Practice population.

Mrs Payne had provided some comments on the Practice Booklet (Guide to our Services). These had been given to Mrs Michael for consideration on the next reprint.

Ms O'Brien circulated a draft newsletter which she had produced. Members were asked to comment and let the Secretary have any comments as soon as possible.

## **7 .NEXT MEETING.**

Monday 13 July at the Practice at 6.15pm.