

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

### **1 .PRESENT**

Mr R Casboul (Secretary) , Mrs S Michael (Practice Manager), Mr M Wright, Mrs M Wright, Mrs J Richardson, Ms L O'Brien, Mrs P Howes, Mr R Rose.

Mrs Howes was attending her first meeting and was welcomed by all.

### **2. APOLOGIES**

Dr T Ashley-Norman , Mr B Sadler (Chair),Mr T Reacher, Mrs J Reacher, Mrs J Payne,Mrs K Dolby.

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

These were accepted as a true record and signed by the Secretary who in the absence of the Chair and Vice Chair also chaired the meeting.

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

Mrs Michael provided an update on news and other developments within the Practice .In particular a number of GPs wished to reduce their sessions.This was still very much at the planning stage but its effect would be offset, in part, by additional sessions undertaken from August by Dr Sethi.

Mr Rose raised the issue of appointment availability which seemed to be a particular concern to patients living in Thurlby. Mr Sadler had also asked the Secretary to raise the same issue in his absence. Mrs Michael responded that she was unaware of any difficulty and urgent appointments continue to be available if required.

The issue of surgery parking was also discussed. Mrs Michael reiterated her close monitoring of use of the car park by unauthorized individuals. It was suggested that if repeat prescriptions were increased to two months supply this would reduce the need for Patients to visit both the Practice and on site Pharmacy. Mrs Michael responded that it was NHS Policy to limit repeat medication to a month's supply.

Mrs Michael acknowledged receipt of a draft PPG newsletter. It was agreed to publish in hard copy and place on the Practice web site.After much discussion it was also agreed to establish a Facebook page to gauge Patient feedback. Mrs Michael to action.

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

Mr Sadler had attended a Cluster Group Meeting of PPG Chairs at Market Deeping on 24 April. It had identified three key questions on which it needed a much clearer understanding :

.Role out plan for Electronic Care Packages in South Lincs Practices.

.Patient Transport

.Coordinated Care Plans

Both Mr Sadler and Mr Casboulth had attended a further PPG Chairs meeting at Stamford Hospital on 6 July. The main item was a presentation by Ian Robinson (Practice Manager and Partner of the Galletly Practice Bourne) on an Electronic Care Plan which would be rolled out to 2% of each practice's most vulnerable patients. The idea was that this would be available to all care agencies including the ambulance service and would provide valuable information to enhance care and avoid unnecessary hospital admission.

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

Mr Casboulth reported that he had written to 7 Care Homes within the Bourne area explaining the purpose and work of the PPG and seeking either staff members or residents willing to join the Group. To date, a positive response had been received from Rachel Dunn who works at Digby Court. Rachel will be invited to attend the next meeting.

**(SEE POST MEETING NOTE below)**

## **7 .NEXT MEETING.**

Monday 28 September at the Practice at 6.15pm.

## **POST MEETING NOTE**

Diane Roach who works at Wood Grange Care Home has also now expressed an interest in joining and has been invited to attend the next meeting.