

HEREWARD GROUP PRACTICE PATIENT PARTICIPATION GROUP (PPG) MEETING HELD AT THE PRACTICE ON MONDAY 28th September 2015 AT 6.15 PM.

Present: Barry Sadler (Chair), Diane Roach (Barchester), Leanne O'Brien, Robert Rose, Sally Michael, Kath Dolby and Jeannie Payne.

Apologies: Mr & Mrs Wright, Mr & Mrs Reacher, Dr Tom Ashley-Norman, Judith Richardson, Bob Casbault, Pat Howes.

Minutes of the last meeting

Amendment - Kath Dolby was not present at the last meeting and requested to be included on the apologies.

General Practice

Dr Tom Ashley-Norman will be invited to our next meeting. He did not attend today's meeting due to work commitments at the surgery.

The appointment system for specific Doctors is backed up for approximately four weeks due to patient requests.

There is a ring-back service available.

It was reported that the 'Sit and Wait' service is very successful and there is an 'on-call' Doctor available. Patients are very patient and are happy to sit and wait. This service has enabled appointment slots to be doubled compared to routine appointments.

There is to be a Strategic Meeting on the 19th October with the Partners. This is to talk about working patterns and a review of practice methods/strategies. An up-date will be presented at our next meeting.

Clinics

There will be 7 nurses available throughout October to deliver the 'Flu' Clinics. 4½ thousand patients to vaccinate.

DNA

DNAs are steady and are being monitored.

Staff appointments/changes

Dr Sethi has now been appointed.

New receptionist: Lucy, Cheryl and Jen has returned from maternity leave

Shelley is the new Prescriptions Manager and Annette Lounds is the new Dispenser. Gill West has retired.

Palliative Electronic care plan

The templates are being sorted out for this plan.

Patients Questions

Thurlby has survey the local residents regarding the facilities/services by GPs. The outcome was good regarding the health provision. A full copy of the results have been left with SM.

Feedback on Meeting Attended.

Barry to attend a Cluster PPG Meeting on 8th November 2015.

Next Meeting

The next meeting will held at the practice at 18:15 on 30th November 2015