

**HEREWARD GROUP PRACTICE PATIENT PARTICIPATION GROUP (PPG)
MEETING HELD AT THE PRACTICE ON TUESDAY 27 JUNE 2017 AT 6.15 PM.**

1. PRESENT

Mr B Sadler (Chair), Mr R Casboul, Mr J Flint (Practice Business Manager), Dr T Ashley-Norman, Mr T Reacher, Mrs J Reacher, Mr M Wright, Mrs M Wright, Mrs P Howes, Mrs K Dolby, Mrs D Roach (Wood Grange Care Home), Mr R Rose.

2. APOLOGIES

None

3. MINUTES OF LAST MEETING

These were accepted and signed by the Chair.

4. PATIENT APPOINTMENTS

Several members of the Group had experienced varying degrees of difficulty re appointment availability. There was however a consensus that the situation had not improved since the last meeting. Mr Flint commented that the new paramedics had now been providing appointments for the last two weeks. When this new service is fully established it will provide 150 additional appointments each week. Mr Flint agreed to circulate to the Group the Practice's established criteria re those patients referred to the paramedic service. As a consequence of this new service the use of Nurse triage had severely declined. It was planned to use this freed capacity for the Nurses to undertake diabetic checks freeing up Doctor availability.

Mr Flint confirmed that although attendances at the Monday morning open session had declined, there were no plans to discontinue this service.

Dr Ashley-Norman briefly explained the Practice's involvement in a new pilot concerning hospital admission avoidance in relation to care homes.

5. DASHBOARD INDICATORS

Mr Flint circulated sheets containing a number of indicators as an example of what could be provided to each meeting. These included Nurse and Health Care Assistant appointments offered, telephone call numbers and response times and complaint numbers.

The Group welcomed this information and found it very helpful. It was suggested that it was expanded for the next meeting to include GP appointments together with list size numbers and demographics.

6. GP ALLIANCE

Dr Ashley-Norman reported that things were moving very slowly. The Alliance was about to appoint its first employee - a project/operations manager.

7. GENERAL PRACTICE ISSUES AND FEEDBACK.

It was felt this had already been covered under other Agenda items.

8. GALLETLY WELL BEING EVENT

Mr Sadler had been contacted by his counterpart at the Galletly Practice re support for the above event to be held at Bourne Corn Exchange. Further details to be circulated when known.

Dr Ashley-Norman informed the Group that he was planning a drop in event re CPR training in conjunction with the local branch of LIVES.

9. MEETINGS ATTENDED

Mr Sadler commented on a recent Cluster Meeting which included a presentation on Sustainable Transformation Planning.

10. ANY OTHER BUSINESS

None

11. DATE OF NEXT MEETING

Tuesday 12 September at the Practice at 6.15pm.