

Meeting Minutes
Patient Participation Group Meeting
Wednesday, 20 April 2016
Riverside Surgery, Barnard Avenue, Brigg, DN20 8AS

Present: Michelle Slimm, Business Manager (Chair) (MS)
Dr C Ekpeh (DR CE) Sue Bingley (SB) Basil Brader (BB)
Bill Smith (BS) Madeleine Keyworth (MK) Clive Wilson (CW)
Mick Wilson (MW)

Apologies: Harold Edwards (HE) Hilda Turner (HT) Joyce Harris (JH) Wendy Coffey (WC) Alison Green (AG) Kate Watts (KW)

Introduction

Welcome Sue Bingley, Nurse Practitioner, Riverside Surgery

Matters arising

- Clive to meet with Chris Darlington to agree a Brigg response
- Out of Hours –No further information has been received by the practice in relation to concerns raised about out of hours services.
- Newsletter: N.A.P.P. 1 response to be submitted from the PPG. Timescales are short so the deadline may have passed.

- **Appointment System**
- There is positive feedback from staff and patients regarding the new appointment system especially the pre-bookable appointments. MS informed the meeting that the appointments system is under review as it is still a pilot; capacity and demand are closely monitored and internal capacity adjustments are made where available especially following bank holidays. The system is work in progress and all feedback is appreciated. Standards to be addressed in relation to the reception queue and signposting.
- Feedback to be given at next PPG meeting.

Practice Update

- Dr Rachel Keighley, GP registrar has passed her final exams and will be leaving Riverside in August to start her career as a GP.
- We are awaiting information from the deanery regarding our registrars for August intake.
- The Golden Handshake is available in hard to recruit areas with the aim of GPs staying in the area where they completed their GP Training.

Terms of reference

- There was a very detailed discussion relating to the draft terms of reference which was circulated prior to the meeting.
- The final draft is attached. It was agreed that an AGM would be held in April to highlight achievements and agree plans for the next year.
- **All members of the PPG**

Engagement of the PPG

- BB concerned regarding the implementation of the appointment system pilot and communication regarding start dates. It was recognised that there needs to be management discretion regarding implementation dates. **Email to be discussed at the next meeting.**

Any other business

IT security

- BB raised concern regarding email security. MS and Dr CE stated that IT governance issues are paramount within the practice and any breaches are treated in a serious manner.
- Appointments: Practice confirmed there will be the normal quota of appointments available on the junior doctor strike days

PPG Future Meeting Dates

- To be changed from the 4th Wednesday of the month to the 3rd Wednesday of the month. Next PPG meeting will be on Wednesday 22 June 2016. Suggested date for the remaining year are:-

7 September 2016 – early as no meeting in August

26 October 2016

21 December 2016

Contact Details for PPG members

- If running late for meeting please phone the pharmacy and they can then let Michelle know. Pharmacy contact No: 01652 600301