

Church Street Surgery PPG Meeting


Date - Tuesday 5 September 2018

Time - 2.30pm – 3.30pm

Present; Brian Johnson, Kathleen Hill, Michael Hill, Mike Edwards, Stella Baldwin, Colin King, Di Smith, Janette Burgess, Dr Williams, Sally Hookes

Apologies; Abi Dwyer, Martha Mitchell, Robert Hart

Item	Description	
1	Welcome & Apologies	
2	Minutes of Last Meeting	Amendment to attendance list – Michael Hill was present at meeting 06.06.18
3	GDPR Awareness	<p>PW gave a brief overview of GDPR and the implications to the practice and the PPG. Importance of correct and up to date email distribution lists</p> <p>ACTION: Privacy notice to be added to the constitution in line with GDPR guidelines – SB</p> <p>Disclaimer / privacy notice to be added to emails sent on behalf of PPG – JB to forward wording to BJ</p>
4	Site Update	<ul style="list-style-type: none"> Dr Bowen increasing from 5 sessions to 6 sessions per week w.e.f 01.10.18 Dr Robinson – new salaried GP joining Church Street 19.09.18 initially for 6 sessions per week Advert currently out for ANP as Joanne Painter leaving October 2018 <p>Compliments were also received from the group in relation to Dr Pestrige and Hazel Hart</p> <p>ACTION: SH will pass the compliments on</p>
5	Patient Survey Update	Practice are now in receipt of the results of the national GP survey which was carried out January – March 2018. A meeting has taken place at practice level and an action plan developed. Results and action plan discussed at length.

		<p>Main issue lies with the telephone waiting time and the rules regarding advance bookings – the practice will be addressing this.</p> <p></p> <p>Action Plan Meeting 3 September 2018.doc</p> <p>ACTION: SH & DS to meet to interrogate Daisy telephone system data SH to reinforce to practice staff the process for booking telephone calls patients presenting at the desk.</p>
5	Update on inviting younger PPG members	ME has attempted to make contact with local schools / colleges to discuss the possibility of students attending the PPG meetings. Will continue to try now that school holidays are over.
6	Dates, timings & frequency PPG meetings	<p>It was agreed that quarterly meetings are acceptable, however it was felt that a more proactive approach be taken in meeting planning i.e small working group which will enable future meetings to be more strategic.</p> <p>For GP partner and Site Manager to attend meetings will need to be during the working day</p> <p>Dates of future meetings; 05.12.18 - Dr Niwa attending 12.03.19 – Dr Bowen attending 11.06.19 – Dr Evans attending 11.09.19 – Dr Williams attending 11.12.19 – TBC</p>
7	AOB	<p>DS – parking issues – SH explained that she had made contact with the planning department to see if it was possible for us to develop the area beyond the doctor’s car park. Practice staff do not park on site it is only GPs and Site Manager</p> <p>KH – expressed positivity about the appointment system despite having reservations at first.</p>