**Adderley Green Surgery**

**Patient Participation Group Meeting**

 **18th August 2015**

**Present: Bev Heath – Practice Manager**

 **MW, EW, PH, IJ**

**Apologies: Dr. Sri Sundarm, LL, AL, TS, DP**

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|  |  | **ACTION** |
| 1.  | 4 members of the group were present at the meeting today. |  |
| 2. | **Welcome**Bev welcomed all to the meeting and new members IJ and PH to their first meeting since joining the patient group.We discussed that this is the first meeting for some time, due to members not always being able to attend meetings due to periods of holiday and other commitments. |  |
|  3. | **Practice Update**We discussed the practice staff as there have been some changes over the last few months.Dr. Weldon is now covering the extended hours on a Thursday morning.Dr. Jean Chigumbura is covering Tuesday morning surgeries on a locum basis.John Cumberbatch, Nurse Practitioner has now left the practice. We have managed to secure locum services from Nurse Practitioners Tracey Tench and Sara Pepper to cover some of John’s sessions. Due the recruitment problems of clinical staff both locally and nationally, we are not able to secure anyone on a permanent basis. We are fortunate that Tracey and Sara are able to help out during times when they are not working at their permanent roles.We also have a locum Practice Nurse, Janet Pusey, who is able to help out for a few hours each week when she has free time, as we have not been able to recruit anyone on a permanent basis since Practice Nurse Byron Johnson left earlier this year. We have actually now managed to increase the capacity of our nursing appointments.The general feedback from the group that all were happy with the current GP and practice staff. All gave positive comments and were more than happy with the services provided since Dr. Sri came to the practice in 2012.**Patient Survey**The practice has completed an in house patient survey, using the same questions as previously decided by the group last year.As of yet the results have not been fully collated.These should be available for discussion at the next meeting.**National Patient Survey**We discussed the results of the national patient survey which have recently become available for this year. We have received some very good feedback: things that we do best being highlighted as:Easy to get through by phoneOverall experience is goodGP good at treating with care and concernAreas for improvements were highlighted as:Nurse good at explaining tests and treatmentNurse involving in decisions about careNurse good at giving enough timeWe also looked at a comparison between two other local practices. We were better for waiting times and the overall experience as being good, but again the nursing element was highlighted as being an area for improvement. |  |
| 4.  | **AOB****Premises**For the benefit of the new members we discussed our previous efforts in trying to secure new premises for our practice:Trying to purchase a plot on the old school site – unsuccessful due to cost and sold for social housing.Bid for improvement grant from NHS England for internal alterations – rejectedSecond bid for internal alterations – rejectedLongton LIFT project – cancelled by NHS England due to lack of budget.We discussed that there was another plot of land for sale located close to the practice, which could be an option to consider, depending on costs and if any funding could be made available to the practice. MW said that he knew who owned this land and would make enquiries.**Increasing Practice List Size**We again discussed increasing the practice list size which would help in the future to keep our practice safe and hopefully help to secure new premises. IJ said he would post our monthly newsletter in the community notice board outside the post office to bring our practice to the attention of local residents.**Disabled Access**We re-visited the problems of disabled access and Bev advised that at a recent visit from our Health & Safety representative, (a new representative) had now had a discussion that it was acceptable to have a portable ramp at the front door. The practice will purchase this ASAP.However, we would still organise home visits for those patients who really had difficulty in accessing the premises.**Appointments**We discussed the appointments system and how some patient’s thought that appointments could not be booked in advance.Bev explained the appointments system being made up of same day, emergency and book in advance appointments as well as the on-line facility. There is a general misconception about advance bookings. We discussed that it would not be advisable to release any more book in advance appointments as there were so many of these appointments wasted each month by patients not attending, sometimes up to 60. All agreed that the current system should remain in place.**Moving Forward**Bev asked if anyone had any other ideas of how the group should continue or any areas to be addressed in particular.Everyone said that they were happy for the time being and were more than happy to meet and have a discussion in the present format. |  |
| 5. | **Next Meeting**Wednesday 25th November, 1pm |  |