**Greenside Surgery Patient Participation Group**

**Minutes of a Meeting held on Thursday 15 February 2018**

**Present:** Dr Christopher Myers, Lesley Law, Jenni Searle, John Byers, Sue Byers, Sue Garfitt, Ian Garfitt and Maureen Taylor.

**Welcome, Introductions and Housekeeping** – Welcome to new member Roger Keeling. Apologies for absence from Linda Hoyland.

**The Minutes of Last Meeting of 12 October 2017** – were confirmed as a true record of that meeting. The Chair asked those members who had attended the last CCG at Carlton Park if there was anything to report. Jenni brought the papers and asked about patients’ choices of doctors and hospitals. Dr Myers said the practice could and would take all referrals and deal with them appropriately.

A patient had contacted Jenni asking why the surgery was closed on a Saturday so she explained that there would be a weekend surgery but not necessarily at their own practice. Also, why were there only 4 emergency afternoon appointments dealt with by Dr Kavanagh when the rest of the GPs were in the practice. Dr Myers said one doctor was nominated each day to deal with afternoon emergencies. However, children would always be seen. A prescription would always be issued and patients would not be left without their medication.

**Dr Myers - National/Local Updates**

The practice will be visited by the Care Quality Commission on the following Thursday. The CQC are expected to go through various aspects of the practice making sure all the facilities are up to scratch. As far as Dr Myers was concerned there were no major issues for them. If any of the PPG would like to come and down to meet with Kate Emerson they were welcome to do so. If members contacted Lesley she would arrange a time for the visit. It was agreed that 10.30 am would be a suitable time for members to attend.

Health Checks - all patients within the ages of 40–74 will be invited to a health check. Public Health is organising it. As of April, patients will receive their invitations. It is expected that Parkwood Health Care will be holding the event, but Dr Myers wasn’t sure, as yet, when the appointments will take place.

The open access surgery – leaflets had made a difference and patients seem to be responding to the requirements of attending the OAS. The practice was still carrying on with OAS but feels that it is working better now.

The Chair asked about missed appointments. Dr Myers said one of the problems was an uneven distribution i.e. people always asked for a certain doctor. It did not work with continuity of care so it was better to go with the appointments system. He did say that missed appointments were getting worse, especially with the nurses. The texting system was become too expensive to run so it may cease. However, it did work extremely well but it will be finishing soon. There is an app MJOG for smart phones but members said they have had difficulties downloading it.

Jenni mentioned that she had had a blood test and that she had to make an appointment to get the results. She made an appointment which was 11 days later and when she attended Dr Myers said there had been no need to come back to the surgery as the results were normal. She then asked if the receptionists could have given her the results. However, Dr Myers stressed that the practice did not want to put the receptionists under pressure by giving patients their results over the phone as the receptionists could not be quizzed over it as they were not trained to give out this sort of information. It was preferable for the GP to see them face to face. He said he found it difficult to give minor abnormalities information over the phone. Anyone with a major problem would, of course, be seen as soon as possible. If there were problems then the GP would get the patient back in as soon as ever possible to discuss the problem personally.

Dr Myers left the meeting at this point.

**Lesley Law, Practice Manager Updates**

Lesley was asked about patient surveys and gave a few random surveys as an example. She felt that maybe asking patients to complete a more in depth survey might be productive and would get back to members when she had something more definite.

It was noted that the doorway into the waiting area had been widened to accommodate wheelchairs and pushchairs. NHS England would be approach to see if the practice had been successful with their quotes. Improvements had been made in the consultation room with the laying of new floors but it was all dependent on finances. It was a work in progress.

Roger mentioned vehicles parked on the dropped kerbs. A discussion followed explaining to Roger about the survey that members had carried out 18 months previously about the parking problem in and around the surgery.

A mention was made of a new tinnitus group that was starting up in Rotherham.

**Any Other Business**

There was no other business for the meeting.

**Date of Next Meeting: A provisional meeting date of Thursday 12 April 2018 at 4.00pm was agreed providing the survey reports had been received back. To rearrange**