

St Wulfstan Surgery

MINUTES OF PPG MEETING 6th AUGUST 2019

Present: Alan Boyland (Chair), Nigel Rock (Vice-Chair), Brian Cobb, Sandra Rice, Graham Rice, Charles Henshaw, Averil Kennedy, Mark Hancock, Jean Blake, Grania O'Mahony (GP), Tim Coker (GP), Jane Wolstenholme (Receptionist) and Lindsay Ward (Practice Manager and Secretary),

Apologies:, Anna Walford, David Powell-Tuck, Jane Tuck, Faris Al-Ramadani (GP), Kirti Viswa (GP), Chris Harvey (Care Navigator)

Matters arising from minutes of previous meeting: Mark Hancock asked that the minutes be amended to show that he was present at the meeting on 8th May 2019

Agenda items	DISCUSSION	ACTION
Member Matters	Welcome to Jean Blake as a new member of the group	
Networks	Tim will no longer be attending the Network Meetings with the CCG on behalf of the Rural Alliance as they no longer have a formal role.	
Staff Matters	Tim talked about his plans for the future. Lindsay outlined new staff matters including permanent appointment of Drs Hannah Bakewell and Deena Mistry as salaried GPs and the recruitment of a new receptionist, Maddie and two new administrators Chris and Gemma. Nigel said that he hoped that the GPs would continue to attend the PPG meetings. Tim reassured the Group, praising them for their invaluable and vital role in the success of the practice.	
New secretary	Jean is interested in the role and will discuss this with Lindsay ahead of the next meeting	LW/JB
CQC Review	St Wulfstan's are still outstanding following our recent review. Tim explained the process for reviewing our rating. Lindsay will email the electronic version of the report to members, but this should remain confidential and should not be shared outside the Group	LW
New Phone System	Lindsay explained that we are having a new phone system towards the end of the year. The main changes will be: <ul style="list-style-type: none"> • Call attendant facility with 5 menu options including appointments, prescriptions, referrals, online access and 'anything else'. • Prescriptions will be taken by phone from 10.30-12.00 and 2.00-3.30 The new system will be installed at the end of the year and reviewed at the following PPG meeting.	
Planning for Housing	Nigel explained that this is currently subject to public consultation. It's likely that there will be an embargo on planning approvals for large scale housing developments from Summer 2020. This may affect the growth of the practice, despite 1/3 rd of new registrations coming from patients previously registered with other local practices.	
Extended Access (EA) Hub	Reception staff report problems finding suitable appointments at the local Southam Hub. Patients do not wish to travel to Kenilworth or Alcester.	

EMIS Data Storage	Lindsay explained the recent changes to Cloud storage of clinical records by EMIS.	
Volunteer Drivers' Group	Most of our volunteer drivers are happy to do an extra Monday session and to provide the Wednesday service for an extra hour. In addition, many of the drivers are happy to be contacted on an ad-hoc basis if a patient is in particular need. Responses are currently being awaited from remaining drivers. Lindsay will publish the full service details on the surgery website once these have been finalised.	LW
Feedback	Lots of positive feedback reported from Volunteer Drivers, via NHS Choices, from CQC inspector and our recent staff survey.	
SWPPPG	Alan will attend the next meeting of PPG chairs on Thursday 8 th August. The concerns around the lack of appointments at the Southam EA Hub will be raised.	AB
Any Other Business	The car park will be re-marked out on Tuesday 20 th August. This should provide two extra spaces and much clearer markings. Lindsay thanked Alan for his help in devising the new layout.	
Time & Date of next meeting	12.30pm on 26 th November 2019 at St Wulfstan Surgery *please note rearranged date*	