

LIQUORPOND SURGERY PATIENT PARTICIPATION GROUP MEETING

Thursday 7 June 2018

Present:	GA	PPG Members
	RC	
	PD	Chair
	SL	
	IM	Deputy Chair
	AP	
	PV	
	Dr. H. Matiti	GP
	Dr. M. Nolan (MN)	GP
	Dr. I. Fernandes (IMF)	GP
	Mrs. Sarah Hardie (SH)	Practice Manager
	Mr. Keith Foster (KF)	IT Lead
	Mrs. Judith Jain (JJ)	Secretary
Apologies:	Mr. Robert Bailey (RB)	Nursing Staff
	Mrs. Annette Jakeman (AJ)	Deputy Practice Manager
	Mrs. K. Motley	Reception Supervisor

AGENDA

Apologies: Apologies received as above.

Minutes of last meeting: PD requested that he be referred to as Chair.

Matters arising:

- **Survey:** SH has a draft template for the 'Practice Assessment Questionnaire' and will email this out to members.
- **New members:** Discussion was held about attracting younger members.

Chair's Report:

PD gave reports on:

- LECCG Patient Council Meeting on 9.5.18
- Diabetes Type 2 Information Event in Boston
- Healthwatch Lincolnshire 'Enter & View' report for Liquorpond Surgery.
 - KF distributed a summary of the report. Discussion was held about inviting Healthwatch to attend next PPG meeting. This was put to the vote (3 – Yes, 6 – No)
- SOS Pilgrim Hospital meeting 10.5.18

Meeting 18.5.18 – PPG Chair, Vice Chair, IMF, HHM, SH

- SH confirmed that Dr. KG had now left the Practice. We were advertising for further GPs and had just shortlisted for another Nurse Practitioner.
- Morale of staff: SH was not aware of low morale issues. The 2 Polish GPs were on a 3 year training course, learning about the NHS. Both were highly qualified GPs

- Timeline for completion of surgery repairs: SH explained that things were now in the hands of the Insurers. We are waiting for a company to remove the concrete floor, fill in the drains and then re-concrete the floor.
- Plans to move to another site: There are no plans to move.
- SH had contacted other Practices to see whether other PPG's would welcome a visitation from Liquorpond PPG to see how they ran things. She had received 3 responses; 2 hold a virtual group and 1 would like to liaise with the PPG Chair.
 - AP suggested that any questions should be emailed to the Chair and he would then email SH.

General Data Protection Regulations (GDPR):

- SH explained that we only keep information if needed. Cannot share without permission. Discussion was held.

SMS Messaging Reminder Service:

- GA said that the SMS message reminds patients 7 days in advance and suggested reducing to 2 or 1 day. KF explained that it does both 7 days (if an appointment had been made more than a week in advance) and 24 hours beforehand.

Telephone line for repeat prescriptions:

- SH informed the meeting that, from 4.6.18, requests for repeat prescriptions were to be left on an answer machine. On that day there were 170 separate messages for repeat prescriptions, which meant there were 170 less calls in the queue for appointments/enquiries. Any queries, Reception staff would contact the patient. It would probably be a couple of months before any teething problems were ironed out.

Any Other Business:

- IM expressed thanks, on behalf of the patients, for what the practice had done in adversity.
- Patients liked having open-access to receptionists.
- SH thanked, on behalf of the practice, the members of the PPG who came and directed patients when the Portakabin first opened. This was really appreciated and that KF, AJ and KM had done most of the planning.
- RC thanked PD for going to meetings and reporting back.

The meeting finished at 8.40 pm.

Date of Next Meeting: Thursday 6 September 2018 at 7.30 pm