

**THE PATIENT PARTICIPATION GROUP**  
**MINUTES OF THE MEETING HELD**  
**WEDNESDAY 18TH SEPTEMBER 2019 AT THE SURGERY**

**Attendees:**

Dr Shazia Tahseen	GP Partner	Michael Harris	Patient & Chairman
Brian Behrens	Patient	Janet Goodchild	Receptionist & Note Taker

**1. Welcome by Chairman**

Michael thanked those present for attending the meeting.

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**2. Apologies**

Apologies were received from Anne Fox, Jan Bird, Sue Southon, Sue Osborne, Nancy Perrin, Cathy Smith & Clare Bowling. Martha Haruna had not been in touch nor had Clive Roberts.

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**3. Minutes of the previous meeting (September 2019)**

The minutes were approved as a true record.

**4. Matters Arising.**

There are still problems getting appointments and concerns about the "Call Back" system, one instance was given of being 19th in the queue at 8am and opting for the call back, however when the call went through at 9.05am, the phone was not answered for 15 minutes. The patient then visited the surgery and fortunately was still able to get an appointment. The front desk is extraordinarily busy at some times and Dr Tahseen said she would investigate the situation. It was also noted that some late morning call backs are being connected between 12.30 & 1.30 (when the phone lines are closed) and consequently the phone rings and the caller gets cut off. Dr Tahseen said that this was being addressed.

**5. Annual Review**

Michael had prepared the attached report which was approved in principle, he will complete this prior to the March meeting.

## **6. Practice Report**

Dr Tahseen was happy to report that Rainer the Physician Associate has proved to be a valuable addition to the team and is very well liked. A second Physician Associate Ross started today and we also have a Clinical Pharmacist coming into the practice team.

She stated that GP practices are in a continual state of change and the pressures are both ongoing and increasing.

She was pleased to report that overall the improvement works are going well and the Group were shown the newly configured rooms and advised that once the left hand side has been completed work will start on the right hand side to provide another treatment room between Room 6 and Reception. Unfortunately the supplier who was going to provide the specialist flooring required for a surgery treatment room has pulled out and this has delayed completion. Dr Tahseen advised that they had been unable to obtain any grants or external funding and that all of the building works are being paid for by the GP Partners themselves.

## **7. Patient Group Input**

It was asked why the receptionists ask what an appointment is for. It was explained that they are not being nose-y but trying to make sure that patients are seen by the most appropriate clinician or advised to see a pharmacist or perhaps go straight to A&E (Chest Pains etc) or to call 111. Receptionists are given training for this both in house and on outside training courses - called "Active Signposting", it is now a matter of getting the patients to understand this.

## **8. Any Other Business**

It was agreed that the standard format would be adopted for the AGM in March 2020.

The meeting closed at 7.00pm.

## **8. Date of Next Meeting & AGM**

**Monday 2nd March 2020 at 6.30pm at the Surgery**