**MINUTES OF THE MEETING OF THE PATIENT PARTICIPATION GROUP**

**Held on Tuesday 8th May 2018 at 4.00pm**

**At Woodstock Bower Surgery**

PRESENT: Bernadette Conway - Practice Business Manager

Brian Allott – Patient Ivy Davies – Patient

Ray Davies– Patient Kathy Hollyhead – Patient

Pat Michael - Patient

Apologies: Kay Bacon

Val Wickson

**Recent CQC inspection**  BC opened the meeting by reporting on the results of the recent CQC inspection. The draft report is “Good”, this despite a couple of minor problems on the day when the Fridge log went missing (classed as a safety issue) and details of some of the Mandatory staff Training were not up to date.

March was a very busy month because as well as the above inspection the surgery had an overall Quality visit by Rotherham Commissioning Group , a quality contract visit , end of year accounts, and end of year information Governance compliance Reporting amongst other things

**Other Matters.**

**Text messaging service –** This service is now available on MJOG. Patients have been advised to download the app as this ensures consent is given for us to txt .

**Staffing –**  Kath has now retired.( we will all miss her ) We have one new female GP, Dr Shad (total 7) and one new ANP Nicola Patterson (total 4) together with Adam Yates (pharmacist & dermatology).

We have a new HCR apprentice, Laura.

The practice is now the Employing Authority for the NHS pilot of Employing pharmacists within Rotherham.

**Care & Navigation procedure**. Continues but some patients are unhappy about discussing their problems with receptionists.

**Rotherham Health Record** BC noted that the new Data Protection rules to be introduced in May will make it very important that all staff must be extremely careful how they handle confidential data.

**Appointments** Four more phone lines are to be installed and calls will in future be recorded to be able to resolve any disputes over the way the patient or telephone staff have behaved.

**On-Line Appointments** – Still no ANPS listed

**Out of Hours Appointments:**  Saturday & Sunday appointments can be booked at Broom Lane with the addition of appointments between 6.30pm and 8pm on Weekdays but they are not taken up very much by our patients

**Telephone Consultations.** These are not proving as successful as first thought as many conclude with the patient being advised to see a GP or ANP thus resulting in double handling. However Adam’s telephone consultations have been very successful ( Bucking the trend)

The use of Skype is still being considered but is hampered by a slow broadband speed at the surgery which may be costly to resolve.

**Prescriptions**  NHS England continues to add to its list of over the counter medicines which should no longer be prescribed in surgery.

**New Ideas** The practice is considering reintroducing a short period of Walk-In surgery each morning although not all staff and GPs are in favour. PPG members also expressed reservations about its introduction**.**

Also considering a triage app on the website

The next meeting was scheduled for Tuesday 26th June 2018 at 4.00pm.

The meeting closed at 5.50 pm.