**Patient Participation Group Meeting – Tuesday 8th October 2019**

**Attendees:**

RD Dr Richard Boyce – GP Partner

SI Hugh Weller-Lewis – Practice Manager

DG Kathryn Merrifield-Anderson – Deputy Practice Manager

AA-J

**Apologies:**

PR PF

JR CG

TT

**Welcome & Introductions**

**Primary Care Network (PCN):**

To follow-up from the last meeting, RB provided further information about the PCN. He spoke about how the four surgeries in our PCN are looking to work together by doing things once rather than four times e.g. purchasing.

RB described in depth the evolving clinical roles that the PCN could consider employing to help relieve some GP appointments e.g. Physician Associates, Social Prescribers and Clinical Pharmacists. We already have Physiotherapists and an Emergency Care Practitioner (Paramedic) working for all of the surgeries in the PCN and this has so far been very successful and welcomed by patients.

A query was raised about the Crocus Practice moving to Radwinter Road and RB was clear that they would be supported by the network with the relocation, but Gold Street Surgery currently has no plans to move to the new site.

**Recent Survey Results & Privacy Notice:**

HWL provided the group with some results from the surgery’s Friends & Family Test. When patients have had an appointment they may receive a text message asking them to say whether they would recommend the surgery to their friends & family and they have an opportunity to leave a free text comment. We have generally had good feedback from this and the latest result from September 2019 showed that 93% of patients who responded would recommend the surgery.

HWL also talked about the Patient Survey, where randomly selected patients are written to and asked to complete a questionnaire. Our latest results showed that the ‘percentage of patients who describe their overall experience of the practice as good’ is: 84%, which is slightly higher than the local and national average. One member of the PPG pointed out that these results could be shared on the website. **HWL agreed and will update the website.**

HWL reported that Gold Street Surgery uses this feedback for planning, e.g. when appointment scheduling. This led on to a conversation regarding online access and that we now have 25% of all appointments (including nurses (only certain procedures), physio and phlebotomy) available to book online from 6am for a ‘book on the day’ appointment.

HWL circulated the surgery’s Privacy Notice for the PPG to take away and read and welcomed any comments.

**Progression of PPG:**

We discussed how the PPG may progress. It was suggested that a chairman could be appointed in due course. It was agreed that points of discussion at the PPG meetings were not confidential and that they could be shared in the public domain. One member of the PPG suggested that if the surgery has new initiatives or ideas the PPG could be consulted for their feedback/thoughts and that the email account is the easiest way to do this (although emails are not checked on a daily basis, they are monitored regularly).

All members present, agreed that the days and times of the meetings were suitable.

**Uptake of Flu Vaccines:**

NHS England has advised that they "are anticipating a particularly virulent strain of the seasonal flu virus". Therefore we asked the PPG to help us encourage the ‘at risk’ members of the community to have a flu vaccination.

**AOB:**

A member of the PPG enquired whether Gold Street Surgery has capacity to register more patients, in light of the anticipated move of Crocus Surgery. RB reports that there is some capacity.

**Date of Next Meeting:**

Tuesday 21st January at 6pm, Gold Street Surgery waiting room.