**Patient Participation Group Meeting – Tuesday 21st January 2020**

**Attendees:**

RD Dr Richard Boyce – GP Partner (RB)

RW Hugh Weller-Lewis – Practice Manager (HWL)

JC Kathryn Merrifield-Anderson – Deputy Practice Manager (KMA)

AA-J

**Apologies:**

PR SI

JR CG

DG PF

**Welcome & Introductions**

**Review of Last Meeting Minutes:**

The group briefly discussed the minutes from our last meeting in October 2019.

A PPG member thought it was helpful to record the reasons why Gold Street Surgery (GSS) currently has no plans to move to the Radwinter Road site (which is where the Crocus Surgery is moving to). The reasons were discussed again:

* GSS wants to remain in the centre of town so that the surgery is within walking distance for a lot of our patients
* GSS is not inspired to move and after consideration there are too many barriers currently (whereas Crocus Surgery are in the situation where they have to move)
* There is not enough room at the new Radwinter Road site

GSS has capacity to accept more patient registrations. The Gold Street site is near capacity as it is utilised currently however there is scope to use School Street Surgery more, if our population was to grow.

**Primary Care Network (PCN):**

RB did a brief re-cap on the PCN, the practices that we are in a network with, its purpose/vision and the potential new workforce/clinicians that it may generate.

There has been a recent consultation on how the four practices (GSS, Crocus, Thaxted & Newport surgeries) would work and it has not been as inspiring as hoped, therefore RB reported that the process is being paused currently while we wait and understand how it would work financially. The money being offered is one of the reasons why new clinician roles, such as a social prescriber, have not been seen in practice yet.

Additionally, GSS are already doing some of the specifications that are being discussed, for example weekly care home rounds. The PCN specifications are more restrictive and there is currently more control and motivation under the current CCG specifications.

**CQC:**

We had a telephone review with CQC in October 2019 and they have decided that they will come and do a ‘focussed’ inspection within a few months. RB & HWL asked whether the PPG members present would be willing to speak to the CQC inspectors if required. We expect that this will not be necessary for a focussed inspection, as they will be reviewing specific areas of care, but the members did not object to being called upon if required.

**Feedback on Extended Access Appointments/Out of Hours/111:**

The PPG were asked for their experiences of using the extended access appointments (held at evenings and weekends at sites such as Radwinter Road).

Generally the feedback was positive, with comments such as “they were punctual” and “a prompt referral was made”. This was encouraging to hear, as Herts Urgent Care (who manage extended access) have had some issues since taking over about a year ago and GSS had concerns that they have been addressing with HUC.

One member commented that they have a problem when calling 111 on behalf of an elderly relative (who at the time was not at the same address). They reported that 111 will not speak to carers if they are not with the patient. We agreed that it would be interesting to establish why this is. **HWL agreed to try and find out.**

**AOB:**

**Full-time/Part-time GPs:**

One member suggested that it would be helpful for patients for it to be clear what is meant by full-time and part-time GPs. Many of the GPs at GSS may be classed as part-time however that relates to the sessions that they do at the surgery. In addition GPs are also doing other roles, for example: training, out of hours, locums etc.

**Car Park:**

The surgery’s car park was discussed, particularly relating to the foot traffic through the car park (from Waitrose through to Gold Street) and that the residents of Gold Street Mews are also unhappy about the use of the car park at weekends. GSS currently have no way of policing this. There was a suggestion of installing a gate somewhere near the Waitrose entrance, but this would be a decision for the landlords.

There was a feeling from the majority that it would be a shame to cut off access.

**Minutes:**

It was agreed that making the minutes of the PPG meetings available on the website would be a good idea. **KMA to organise.**

**Date of Next Meeting:**

Tuesday 21st April 2020 at 6pm, Gold Street Surgery waiting room.