

MINUTES OF THE PATIENT PARTICIPATION GROUP MINUTES HELD ON
12TH APRIL, 2016

PRESENT:

MR P BUTTERS (PB)
REV J WAGSTAFF (JW)
MISS R REBO (RR)
MRS K YOUNG, PRACTICE NURSE (KY)
MR P SMITH, BUSINESS MANAGER (PS)
MRS J SPINKS, PRACTICE MANAGER (JS)

	ACTION
Welcome Julie welcomed everyone to the meeting and introductions were made around the group.	
No new members	
Apologies Jeff Fairweather	
No resignations	
Minutes of previous meeting everyone had received minutes from last meeting.	
No actions	
Ground rules not covered this evening	
<p>Practice Manager Julie explained that she has stepped into the role of Practice Manager after Sue's retirement. She is getting support from Phil Smith (who was in attendance), who is a retired Practice Manager from Boughton Health Centre. He will give support and advice for the next three months.</p> <p>Julie has further support from local Practice Managers and the team at Boughton Health Centre. Working with Julie at Old Hall Surgery is a good team of staff.</p> <p>PB asked if Julie was going to have a Deputy as Sue did. Julie informed the PPG that Nicola Rogers is Office Manager and works alongside Julie in the running of the practice.</p>	
<p>Patient Survey Julie gave results from the recent Mori Survey in March, 2016.</p> <p>353 patients were sent the survey 108 completed the surgery</p> <p>The survey results were handed around the PPG members. Overall results show the care and support that is given by the practice is above national average. What the practice could improve on is the appointment availability with</p>	

	<p>a choice of own GP, this is understandable given the lack of Doctors available at the Surgery.</p> <p>PS explained the current state of the NHS and how it is affecting general practices and hospitals in general.</p> <p>RR explained that she had a bad experience at a local hospital, having to wait hours for a friend of hers to be seen.</p> <p>West Cheshire Clinical Commissioning Group is showing it offers the highest quality of care nationally.</p> <p>Julie explained Extended Hours and the availability with them. Phil informed the PPG that services such as Hospital @ Home and The Vanguard Project have been pulled due to lack of funding.</p>	
	<p>New Members Julie asked the group for ideas on how to recruit new members. The Newsletter already promotes the PPG. Thoughts on moving PPG noticeboard, but we are restricted as to where. The website also advertises the PPG. We discussed flyers could be produced and given out at reception and PPG members could come to the surgery and give out to patients in the waiting room. Action: Julie to produce flyers and add to prescription message.</p>	Julie
	<p>AOB Peer Coaching RR explained about the problems facing the Peer Coaching Group after the sad news that Brian had passed away suddenly. She is concerned that patients will lose out on the valuable service offered by the trained Peer Coaches.</p> <p>Julie will liaise with Barbara, Wellbeing Co-ordinator to get information on the future of the Peer Coaching.</p>	
	<p>Next meeting It was decided the PPG meetings would be quarterly, the next being Tuesday, 5th July, 2016 at 6.30pm. If PPG members could add items to the agenda and let Julie know of the details beforehand.</p>	
	<p>Meeting called to a close.</p>	