

Green Street Clinic Patient Participation Group

Minutes Thursday 20 September 2012

PRESENT:

Heather King,
Tove Bentham
Daniela Penge

Gerry Maguire
Graham Newby
David May (Chair)

John Beynon
Ron Cussons

Item	Title	6 pm
1.	Apologies	Emma Ducklin, Andrew Togut Kathy Bond, Helen Burgess, Pauline Widdison Gill Ackerman
2.	Minutes of Last Meeting 19 July 2012	Agreed
3.	Updates	<ul style="list-style-type: none"> • Extended hours: The Practice have now put together a proposal for agreement by the PCT which will involve one early day per week starting at 7.30, and late evenings. There will be Nurse provision as well as GPs. Final details will be advertised once agreed by the PCT. Practice will ensure local Pharmacies are made aware. • Appointment System: the new "48 Hour" option has now been introduced, and its progress will be monitored by the Practice. It should be noted that these slots are not advertised but are a practice contingency provision to improve Access. • Check in system now operating, and volunteers are urgently needed to help patients use the system, and at the same time it was agreed that they should hand out slips asking for mobile phone numbers to progress the text reminder service for appointments, and promoting the up coming flu clinics.
4.	Next Steps	<ul style="list-style-type: none"> • A further Patient survey will be undertaken to ask patients (inter alia) what issues they want us to pursue. Tove, Gerry & David will work on this, but Group members are asked to email their thoughts and suggestions for items in the survey to David. • The book by Phone option will be promoted. • A Newsletter and work programme will follow.
5.	Letter from Lighthouse	<ul style="list-style-type: none"> • Meeting decided after discussion not to express a view at this stage but would need to consider as a future agenda item. The meeting discussed the issue of Patient involvement in the clinical commissioning group, and Gerry agreed to present suggestions for discussions at a future meeting. It was also agreed that the meeting will receive an update on NHS reforms.
6.	Any other Business	<ul style="list-style-type: none"> • Graham N raised the issue of Terms of Reference (which were agreed after full discussion by the group and then constituted at its inception) because it did not include one of the suggested clauses: "serve as a safety valve for dealing with grumbles and complaints about the practice – representing patients but also helping them to understand the practice's viewpoint". Chair to email group for comment. • PPG Meeting Minutes will be posted on the PPG Noticeboard.
7.	Date of Next Meetings	18 October, 15 November 13 December all at 6.00pm

Meeting closed 7.00pm