

Minutes of Patient Participation Group Meeting

Trinity Street Surgery

Tuesday 11th October 2016

Attendees: M Coates, R Nixon, B Earley, A Wenley, J Vincent, N Martin, K Griffin, S Wortley, Dr Z Barber & Dr H Simper

Apologies: A Glanfield, S Kerridge, J Vincent, K Bell

1. Minutes of 12th July 2016 meeting accepted.
2. **Staffing Restructure** - The Surgery informed the group that due to the retirement of the Surgery Manager at the Bowthorpe Surgery Karen Bell will now be over seeing both sites and there has been 2 Team Leaders appointed. Zoe Luxton at the Bowthorpe Surgery & Nicky Martin at Trinity Street who will deal with the day to day administration issues within the surgeries.
3. **Update on Missed Appointments** - Figures for missed appointments seem to be improving, the staff are not sure if this is because staff have been contacting patients to ask the reason for DNA. GPs are to look at their individual case loads to try and identify persistent patients that DNA to possibly consider booking these patients at the end of the surgery so if the patient stills DNA's the Gps time is not wasted. Bowthorpe surgery has 7800 patients registered and Trinity Street has 2925. The group asked if a text could be sent out to patients on the day of appointment to possibly help patients remember they have an appointment. This seemed a good idea but the software will have to be looked at to see if this is a possibility.

Pre bookable appointments have been more limited recently due to the surgery having students who are in their final year of practice at the surgery hold consultations with patients; H Simper feels this has run extremely smoothly

4. **Updates from GPs** – Nothing to Report!
5. **NPP Conference 2017** – The surgery are having to fund a place for a member of the group to attend on the surgeries behalf and the practice. A provisional place is to be booked as 2 members of the group have shown an interest in attending if venue is easily accessible.
6. **A.O.B**
The Gps informed the group that the PPG was no longer compulsory to meet CQC standards but the practice feels the group offer an important contribution and is beneficial to the surgery.

Patient Experience Survey

The group wondered if the questionnaire needed stream lining are there too many options to select? Could it flow easier i.e. if you have answered no then go to question... It was suggested that B Earley meet with Anita Glanfield to discuss this.

Next Meeting Scheduled for Tuesday 17th January 2017.