

Minutes of Patient Participation Group Meeting

Trinity Street Surgery

Tuesday 12th July 2016

Attendees : M Coates, J Vincent, R Nixon, S Kerridge, A Glanfield, K Bell, Dr Z Barber
Dr H Simper, J Carroll, A Wenley, S Wortley, B Earley, K Griffin

Apologies:

1. Minutes of 26th April 2016 meeting accepted. B Earley & S Wortley new members were welcomed to the group.
2. **Feedback from PPG Week** – the feedback was positive, the appointments system was highlighted as troublesome to some patients. K Bell informed the group that appointments are not being released as there are still on line appointments not being used. The group discussed if releasing appointment slots should be released 24 hours earlier? The 8.30-9am appointments are all pre-booked appointments not on-line appointments. The question was asked how can a patient cancel an appointment??

The main door at Trinity Street surgery was also discussed and the practice felt there was enough systems in place to help anybody who would need help using the door. CQC also felt the main door access was adequate.

3. **Updates on new membership to the PPG** – 2 new members have joined the group and Karen has tried to contact another patient who expressed interest to give them more information about the group but has been unable to make contact.
4. **Update on missed appointments and liaison with Social Services.** – The GP's have discussed how to tackle 'missed appointments' especially when some appointments are being made on the same day as the patient DNA's. Bowthorpe has higher DNA's than Trinity Street so the GP's intend to have a member of Reception staff from the Bowthorpe surgery contact these patients to enquire why the patient has not been able to attend the appointment i.e child care/transport issues. This will hopefully be in place within the next 6 weeks. KB also asked how the group felt about 'sit and wait' appointments would this stop DNA's??
5. **Update from GP.** - Dr Momi (registrar) leaves the practice on 20th July, but a new female Registrar will be joining the practice on 3rd August. Michelle Lowry-Bartram (Practice Nurse) has also left the practice but Joanne Booth will be replacing Michelle on 15th August. Joanne will mainly be based at Trinity Street but for the first few weeks of her employment she will complete her orientation at Bowthorpe Surgery as there are more nursing staff to support Joanne.

- 6. Updates on initiatives from GP.** 2 Students from Cambridge will be joining the practice soon to practice their 'practical skills' while being supervised by the GP's. 2 students will be starting 23rd August for one month and then another 2 students will join the middle of September.

Any research results that patients take part in at the surgery are accessible via the surgery website.

- 7. A.O.B.** - A member of the group wished to comment on how polite and professional the Reception staff are Trinity Street, 'they are a credit to the practice'

ZB informed the group that Kathy (Practice Manager @ Bowthorpe Surgery) is retiring, and they are making plans for her replacement.

Next Meeting scheduled for Tuesday October 11th 2016 @ 12.00 noon.