

Minutes of Patient Participation Group Meeting

Trinity Street Surgery

Tuesday 14th July 2015

Attendees : M Coates, B Talbot, J Vincent, R Nixon, S Kerridge, A Glanfield, K Bell, Dr Z Barber & Dr H Simper

Apologies: J Carroll & A Wenley

1. Minutes of 28th April 2015 meeting accepted.
2. Reiteration of the very positive feedback given by the 52 patients spoken to by Mike Coates and Jackie Carroll during PPG Awareness week in June 2015 (previously emailed to members on 15/06/15).
3. A quote has been received for alterations to the Surgery Patient Access Door. The partners are delaying a final decision on this until after the CQC visit. This should ensure that planned alterations are appropriate and fully meet any necessary requirements.
4. The Practice is still a doctor short. Employment of a new nurse practitioner is underway. In addition to doing home visits there will hopefully be more pre booked appointments available easing pressure on the doctors. A Saturday surgery at Bowthorpe is available to Trinity Street Patients, assuming they have the means to be able to travel there. There are political moves towards the conglomeration of practices but we would not wish the 'special nature' of Trinity St to be compromised. The Practice is doing its best with the resources it has.
5. As soon as details of the 2016 N.A.P.P. Conference are published we will book J Vincent to attend as our funded Practice Representative.
6. Patient Experience 2015 data sheets were distributed and positive responses commented upon. An additional question to be added. **Q10** Are you happy about the range of services offered by the practice? If not please place comments/suggestions in the Suggestion Box in the Surgery Waiting area. In relation to **Q3** on the sheet the issue will be placed on the Agenda for discussion at the next Staff Meeting.
7. Any concerns regarding infection control issues should be emailed to dianne.stolworthy@nhs.net alternatively telephone the surgery and ask to speak to her.
8. Dr Simper stated that the Practice has taken over patients from Heathcote & Whitehall Lodge Care Homes as part of a Local Enhanced Service Project. Dr Barber welcomed this as a positive step forward.

Next Meeting scheduled for Tuesday October 6th 2015 @ 12.00 noon.