

## Minutes of Patient Participation Group Meeting

### Trinity Street Surgery

Tuesday 26th April 2016

Attendees: M.Coates, K.Bell, K.Griffin, J.Carroll, A.Wenley, Dr.Z.Barber, S.Kerridge, A.Glanfield

Apologies: Dr.H.Simper, R.Nixon.

- (1) Minutes for the meeting Tuesday 19th January accepted.
- (2) Breakdown of patient missed appointments presented. The figures for Trinity St. are not too bad, though Bowthorpe Surgery's are more significant. Text reminders have helped to reduce the number, and thought is to be given to a mobile cancellation line. The possibility of working more closely with social workers is to be investigated, as is seeing what other practices do to address this issue.
- (3) Results of the Patient Survey figures were overall very positive, and responses to booking appointments particularly pleasing.

The decision to add demographics and gender was swiftly initiated after the meeting, and the information circulated to members. Regarding Q 12 trying to identify the 3.1% will be a priority.

- (4) No representative from either Practice is able to attend the NPP Conference.
- (5) Members will be present to promote the Group during PPG Week in June. They will also raise awareness of being able to make Saturday morning appointments at Bowthorpe Surgery. M Coates, K Griffin, A Wenley and J Carroll are able to be present at different times throughout the week.
- (6) Dr Barger is now a salaried employee at Bowthorpe Surgery.

A replacement nurse for Michelle, who is leaving, is to be appointed.

The Practice is currently overseeing GP training for Dr Momi, a Registrar.

- (7) The recent fire drill was a complete success.

Next meeting scheduled for Tuesday July 12th 2016 at 12.00 noon.