

Minutes of Patient Participation Group Meeting

Trinity Street Surgery

Tuesday 6th October 2015

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

Apologies: A Glanfield, J Powell

1. Minutes of 14th July 2015 meeting accepted.
S Kerridge mentioned that CQC had commented on the Surgery Patient Access Door, The access is acceptable as long as a Risk Assessment is made at regular intervals, the group felt 6 monthly intervals were acceptable.
2. S Kerridge gave feedback on the CQC visit. CQC visited both sites and were very complimentary about all members of staff, the CQC commented how impressed they were that all the GP's worked out of hours and the surgeries support 'unfunded' acupuncture for patients. The practice was rated 'Good' overall. The surgeries were rated in 5 areas,
 1. Safe
 2. Effective
 3. Caring
 4. Responsive
 5. Well Led

The surgeries had to provide evidence which supported all these areas.

The CQC suggested putting chairs in the Foyer at the Bowthorpe surgery as some patients may not wish to wait in the waiting room due to feeling unwell, noise, etc.

3. No Matters arising.
4. Dr Simper informed the group that a semi-retired GP Dr John Inmonger is joining the practice to mainly work at the Bowthorpe Surgery, he specialises in Diabetes.
5. Patient Experience 2015 data sheets were distributed and positive responses commented upon. In relation to **Q5 & Q6** 'appointments' Karen is to check if the on line appointments could be released earlier for patients to access these as patients felt it is very difficult to access appointments via the telephone early in the morning. **Q9**. The GP's discussed how they manage the telephone slots to call back patients in their working day, and if there was a better way to manage these. i.e. giving the patient a time slot when the GP will return the call as at present some patients do not answer the call back. **Q12** it was suggested that it may be worth asking patients to write their positive or negative suggestions on the questionnaire sheet rather than leaving their comments in the suggestion box.

Next Meeting scheduled for Tuesday January 19th 2015 @ 12.00 noon.