

PPG MEETING-MINUTES

Location: Meeting Room Ground Floor, Freezywater PCC

Date: 22nd March 2016, Tuesday

Time: 18:30

Attendees:

- ✚ Dr A Datta
- ✚ Mr Martin Malecki
- ✚ Mr A Perham
- ✚ Mr Bryan Lindsell
- ✚ Mrs Judith Rose
- ✚ Mr Anthony Pigott

Apologies:

- ✚ Mrs B Perham
- ✚ Mrs Maureen Hart
- ✚ Mr John Bates
- ✚ Mr Patrick Enenmoh
- ✚ Ms Althea Thorogood
- ✚ Mr Paul Thorogood
- ✚ Miss Patricia Pigram
- ✚ Mrs Betty Ford
- ✚ Mr Alfred Ford
- ✚ Miss Susan Barlow
- ✚ Mrs M Pigott
- ✚ Mrs Jennifer Mansfield
- ✚ Mr Alan Mansfield

Action Items

- Temporary patients – Practice Manager will meet with the Practice Partners regarding temporary patients. The question was raised as Patient X is studying outside of London and when Patient X came in to see a GP at his family home at Enfield was informed that he will not be seen and needs to go to Urgent Care Centre. Urgent Care Centre advised Patient X that this was not an emergency and he should be seen in Freezywater Practice.
- Prescriptions- The question was raised why when patient fills out 2 sheets of forms for repeat prescriptions he gets 6 different sheets back. Practice Manager will raise this in the next Practice meeting and also with the local Pharmacists.
- More Patient Access, More routine booked appointments, patients can see their own GP in a week or two. Dr.Datta stated that we have more doctors now and we are able to run 54 sessions per week.

- Quality of Framework, Practice annual targets, Infection control results, Friends and Family tests should be displayed in the surgery to make sure all patients know how we are performing. Practice Manager will look into this and will discuss at the next Practice meeting.
- Better access to telephone consultations have .Dr.Datta stated that we are increasing telephone appointments, recruiting more doctors. New system has been implemented in April 2015, when patient calls and cannot get an appointment it is forwarded as task for telephone consultation for a doctor.
- Urgent access was a good Pilot Scheme because more appointments are offered however this Pilot Scheme is ending on 31.03.2016
- More information is needed for the patients that don't use internet. Practice Manager will look at the existing information boards to make sure what information is still needed to be displayed for patients that don't have internet access.
- Avoiding early admissions. Dr.Datta stated that CCG does provide all surgeries with feedback on how many admissions have been avoided.
- Next PPG meeting – To be established