**MINUTES OF PATIENT PARTICIPATION GROUP (PPG) MEETING HELD AT WESTGATE SURGERY ON MONDAY 2nd March 2015 (1PM TO 2PM)**

**Attendees;**

Roger Goodacre (RG) CHAIR

Thomas Murray (TM)

Mauren Clark (MC)

Kim Rolt (KR) Practice Manager)

**Apologies: none**

Roger and Tome were asked to carry on doing the jobs as Chair and Minutes both agreed

**Minutes Accepted**

**Matters Arising**

Discussions took place regarding how we get others interested in coming to this group and getting views.

**Local Enhanced Services**

Kim gave a comprehensive update on what the current position from the commissioning group is itemised below. All Surgeries in Peterborough will be doing the same services.

1. Phlebotomy
2. Dressing
3. Pre operation preparation
4. Post operation treatment
5. ECG/ B/P 24

At this point in time, transport booking and ear stringing services are still unclear and we are still waiting for clarification.

**Elderly Patients**

All patients over 75 will be informed of their lead GP who is Dr Bailey, they will be able to contact the Surgery and ask to speak to the duty Doctor, they will go onto a waiting list and the Doctor will contact each patient to decide if they need a home visit instead of coming to the surgery to be seen. The Doctor will assess each individual and what steps will be sufficient. The Doctor will have the final say on this matter

**Prime Minster fund**

Kim discussed the fund that might become available to all surgeries which will involve Doctors working longer hours in the week and working weekends in the A&E.

There will be more information in due course.

**Survey Results**

252 patients completed the survey; PPG discussed all the relevant points and concluded that we are still in a good position.

The results have been published on-line as well as all the minutes of PPG.

Patients still prefer face to face contact whilst booking appointments. Patients are still very happy with the service.

Contacting the Surgery by telephone is still a problem. Ideas and suggestions are always welcome.

Other suggestions have been trailed. Other members of staff have taking calls to deal with the capacity.

**Family and Friends Tree**

Patients have been asked to fill in a questionnaire which asks two questions, are they happy with their surgery and would they recommend a family or friend to the surgery. This is mandatory and will be here to stay, all the information is collated and put on a spread sheet for audit purposes.

**On – line Services**

All surgeries have to provide this service by the 1st April 2015. Patients can book appointments on line or request their prescriptions or look at their summary care record. All patients need to do is request a password from reception;

You now can assess a summary of your medical records which means that you can assess them from anywhere in the world should the need arise. This information can also be available on the telephone or from reception. The surgery requires you to register for **on-line services**

The Surgery has a right to remove online access to anyone that does not use the information correctly.

You will be responsible for keeping your login details and password safe and secure of course you can opt to have someone else to share these details by consent. If someone has accessed your details without your consent contact the Surgery **ASAP** for them to regenerate another password.

If you print out your summary care record keep them in a safe place. Consideration should be given to different situations as some things might not be of what one likes to read or hear; titles

Forgotten history

Abnormal results or bad news especially you cannot contact surgery

Whether you choose to share information and with whom

Coercion you may feel pressured into giving details to others in that case don’t register.

Understanding information; you records can be written for professional with

Technical descriptions which could be misunderstood if this happens seek clarification

Should you receive someone else’s information contact the Surgery as soon as possible.

**Prime Minister 2nd WAVE CHALLENGE**

Each Surgery has put an application forward to have funding for work to be done to their premises. Westgate Surgery has put forward for an expansion to be considered.

**Doctors and Staff Status**

Kim reported Dr Cortez has returned to being a locum GP, This will not change the cost to the Practice until we bring new faces to the Surgery. PPG asked Kim about recruitment, when reports are showing Doctors are not been trained quick enough and lack of recruitment. Kim stated although a lot of trained staff is leaving to go aboard there is still a number who want to return to the UK but they need to be retested and funds are limited causing a blocking point.

**Any Other Business**

The group expressed some concern about the reports in the press regarding how some surgeries were going against the Department of Health by saying that they are getting to a stage that it is now dangerous for them to take on more patients. Kim said “we have 4 GP and Nurse Practitioner and the patient population is 10900 and climbing”. This is better than what was in the press!

Kim discussed dementia, more help and advice is being published and help for careers. Surgeries have leaflets and notices with more information for patients who have concerns.

Meeting closed at 2 pm

Minutes completed by TM

**NEXT MEETING AGREED MONDAY 2nd MAY 2015 AT 1PM**