ROUGH HAY SURGERY

PATIENT PARTICIPATION GROUP MEETING

21.11.2019

**MINUTES**

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| ATTENDEES: | JS, TF, JC, MW, MS, LY |
| MEETING OPENED: | 13.00 |
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| ITEM 1: | Staff changes – The new reception staff have been with the practice a few months now and are settling in well. They are now starting to build rapport with some patients which is good. NT the H.C.A left at the end of Oct and our new H.C.A SS started her role the beginning of Nov. She too is settling in well and continues to develop her knowledge of Rough Hay procedures. The practice website and photo board have been updated with all staff changes. |
| ITEM 2: | Extended hours – The extended hours that we offer on Mon, Tues, Wed, and Friday (at the times previously discussed in PPG meeting) are going well. As more patients realise we are open at these times the more patients are booking in. Majority of the appointments are used and on most days the sessions are full. |
| ITEM 3: | E-Consult – Rough Hay Surgery have agreed to be part of the pilot scheme for E-Consult service. Basically it enables patients to request advice or treatment from a GP 24/7. The e-consults will only be actioned during working hours but the patient can submit the e-consult at a day and time to suit them. We have advertised this on our website. There are banners in reception. We have leaflets that are on the front desk for patients and we are verbally advising patients when they contact the surgery. To start with we will only be asking patients to submit e-consults for general queries that the practice normally take by phone. i.e if a patient was to call stating that they had a cough and cold and requested medication from a GP. The aim of e-consult is to try to release time ideally from a GP so as e-consults can be completed rather than needing 10 minute face to face appointments when they are not necessary, enabling the patients that really do need to be seen, have that availability. We have developed a procedure within practice of how the system will work but until we actually ‘Go Live’ it is difficult to judge how successful it will be. We will give further feedback at the next meeting. |
| ITEM 4: | Information sessions – As mentioned in a previous meeting by JS, the practice will be holding information events commencing in 2020. Starting every 2 months each meeting will have a different theme. The practice held a Cancer awareness event earlier this year and following the success of this is why it was suggested in a previous meeting to hold these on further topics. After final discussions with GPs and nursing team, it has been agreed that the initial sessions will be Respiratory diseases awareness event, Diabetes awareness event, Carers event, Common childhood ills and vaccination event. We welcome the assistance of our PPG members at these events if available. Dates for these events will be confirmed in due course and sent out to all PPG members. |
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| A.O.B | None |
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| MEETING CLOSED: | 14.15 |