**MINUTES OF THE MEETING OF THE PATIENT PARTICIPATION GROUP**

**Held on Tuesday 11th September 2018 at 4.00pm**

**At Woodstock Bower Surgery**

PRESENT: Bernadette Conway - Practice Business Manager

Brian Allott – Patient Kay Bacon – Patient

Ivy Davies– Patient Ray Davies- Patient

Pat Michael – Patient

Dr Brynes

Jayne Pearson - ANP

Apologies: Kathy Hollyhead, Val Wickson

**Text messaging service –** Noted that reminders are still coming via MJOG and text messaging. Text messaging expected to cease soon.

**Staffing –** Now have a new nurse (NAME PLEASE) and shortly a new pharmacist on 4.5 days per week.

Dr Cole will be leaving at the end of March 2019, Dr Everett undecided.

**Care & Navigation procedure**. On the whole well praised.

**Rotherham Health Record** Now agreed that implied consent is acceptable.

**Appointments** Now have 10 phone lines available, 5 for exclusive outgoing and 5 for in and outgoing. Voice recording operates for all calls.

**On-Line Appointments** – Still no ANPS listed, otherwise acceptable.

**Reception** All agreed that service is now very good. PPG group stated how pleased they were with the service from reception and telephonists

**Triage App.** Not yet available.

**Patient Access System** Well received.

**The Practice**

Bernadette gave us information on how the Practice was run.

There are currently 4 Partners Dr Cole, Dr Brynes, Bernadette and Jayne.

The Practice has some 11,400 patients of which 40% are of ethnic origin, many of whom have little grasp of English language. In theory the Practice can employ an interpreter and claim the cost from CCG

**Rotherham PPG Network**  BA gave a brief resume of the last meeting:

Connect Healthcare/ GP Hubs

This is a federation of all Rotherham GPs working together to provide extended hours services for all Rotherham patients. Currently providing evening and weekend services at the following “Hubs” – Broom Lane, Dinnington & Kimberworth Park. Appointments can only be booked through the patient’s own surgery. It is hoped that more hubs will be available in the future.

Be Cancer Safe, VAR

This is a short term project funded by the cross area Cancer Alliance with the aim of encouraging the take up of screening and raising awareness of signs and symptoms. Jo Farey and Rachael Moss will by invitation visit groups, events , organisations and such to preach the message.

PPGs

Long discussion on how to create and run local surgery PPGs but acknowledged that as in our case the biggest problem is in trying to attract members. CCG will assist with posters, flyers etc if asked.

The next meeting was scheduled for Tuesday 13th November 2018 at 4.00pm.

The meeting closed at 5.30pm.