

# Minutes

## PPG Meeting

Monday 14<sup>th</sup> May 2018  
6:00pm

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| <b>Present:</b>                                 | Peter Robinson (Chair) - PR<br>Gareth Brammer – GB<br>Pam Pearce – PP<br>Tony Pearce- TP<br>Sue Holmes – SH<br>Beryl Perrin - BP<br>Dr C Singh – CS<br>Dr Mohammed Islam ( Practice Manager) – MI<br>Stephanie Chapman (Asst. Practice Manager) – SC |  |
| <b>Chair:</b>                                   | Peter Robinson   |  |
| <b>Minute taker:</b>                            | Stephanie Chapman  |  |
| <b>1. Introductions</b>                         | PR explained the format of the meeting. Introductions were made by each of the attendees.  |  |
| <b>2. Apologies:</b>                            | Steve Shaw<br>Dr Singh for lateness  |  |
| <b>3. Minutes from last meeting:</b>            | The minutes of the meeting held on 8 <sup>th</sup> January 2018 were agreed.   |  |
| <b>4. Matters Arising not covered elsewhere</b> | AGM – report will be available for the next meeting July 2018  | <b>Action / Update</b>   |
| <b>5. Practice Update</b>                       | MI gave his update on a number of topics:  |  |
| <b>i. Ashfield Medical Centre</b>               | MI advised the members that a practice has expressed interest to take over the contract from WMP. Time scale for transfer should approximately be 1 <sup>st</sup> July 2018.   | CS arrived & introduced himself including his involvement in the CCG, LMC and RCGP |
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| <p><b>ii. Appointment System</b><br/><b>Doctor First (DF)</b></p> | <p>MI explained what DF entails with a GP triage system. The receptionist to task details from patient then pass to GP to assess if needs face to face or telephone consultation and direct to most appropriate health care professional. System not implemented due to a number of factors - on hold for the moment.</p> <p>Alternative plan:</p> <p>More GP recruitment – Dr Woods recently attended a recruitment event to raise the profile of the practice and draw interest of new GPs coming to the area.</p> <p>Management of DNAs</p> <p>Problems getting through – to alleviate we have installed a new telephone system increasing the lines from 9 to 12 and increased call handlers at 08:30 to deal with the calls.</p> |  |
| <p><b>iii. Recruitment</b></p>                                    | <p>We have successfully recruited two new receptionists who have joined us this week.</p>   |  |
| <p><b>iv. PICS</b></p>  | <p>CS explained who PICS are and their role with local practices. Every 1000 patients we have to provide additional hours. PICS manage the rota for evenings and Saturday clinics.</p>  |  |
| <p><b>6. AGM Feedback</b></p>                                     | <p>For discussion next time</p>   |  |
| <p><b>i. New Members</b></p>                                      | <p>SC reported two new members joined our group after attending the AGM.</p>  |  |
| <p><b>7. Actions</b></p>  | <p>Priorities to tackle in the next 6 months</p>  |  |
| <p><b>i. Appointment access</b></p>                               |   |  |
| <p><b>ii. GP recruitment</b></p>                                  | <p>Factors were discussed as to why doctors are deciding not to go into general practice.</p> <p>What could the PPG do to help recruit GPs.</p>   |  |
| <p><b>8. Website review</b></p>                                   | <p>For discussion next time</p>   |  |

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| <b>9. Topics for next meeting</b> | To be discussed next time:<br>Communication<br>Work Plan<br>Ten Point Chart – What contributes to a good PPG<br>How to get help |  |
| <b>10. Any Other Business</b>     |   |  |

The meeting closed at 19:38