

Present

Kevin Blakemore	Judy D’Arcy	Malcolm Simpson	Keith Anthony
Tracey Keogh	Sandy Sell	Chris Parry	Tricia Weidner
Liz Simmonds	Hilary Jones	Dr Siva	

Apologies

Stuart Collie	Georgina McMasters	Ruth Millson (Resigned)	

Meeting Notes and Actions

Point	Item	Action	Action By
1	Minutes of previous meeting were agreed.	There are some outstanding issues as the meeting has not taken place with Kevin and Sue. Kevin will reschedule the meeting in December.	KB
1a	Outstanding action points from last meeting:- Point 2 - Exploration related to appointment booking on Patient Access. (Point 3 October meeting notes)- Review of outstanding data.	See above point 1	KB
2	Dr Siva Update. No progress regarding Patient Access due to a bereavement, see above. Home visiting This initiative will be developed early next year. Kevin, Keith, Chris, Malcolm, Sandy, Hilary, Tracey agreed to provide transportation to/from the surgery to reduce pressure of home visits. The application for planning permission for a 72 bed care home will put pressure on the surgery (Haymill site) - not sustainable for small practice. Surgery will write a letter and appreciate support from PPG to object via planning application on website. Update on staffing: Dr Weidner returning to work, Dr Smee returns July 2018, Paramedics to be recruited to join surgery to help with patients presenting with symptoms that may not need a GP. eg urine infections, earache etc. New pharmacist starting in January 2018. Training plan for receptionists to upskill and present as “Care Navigators” the aim is to reduce the demands on the doctors time.	Develop the home visiting initiative. Care Navigator’s will contact volunteers who are assigned specific days/time to come to surgery. Priority will be given to the patients to reduce volunteers time. Creation of rota. Specific days/times assigned for these patients e.g. 11 - 12 Monday - Friday. Send PPG objection related to care home. Include key information in PPG Newsletter.	KB KB/SC

2	Tricia suggested that Kevin interviews Dr Siva for an article in the Parish Magazine.	Interview with Dr Siva	KB
3	Volunteer Driver Access to be developed early 2018.	Creation of online system to manage volunteers including availability. To be worked within PPG group so that improvements can be identified and system developed.	KB and 6 volunteers (see point 2 for detail).
4	PPG Newsletter. It was agreed that Patient Access needs to be first item on the newsletter. Kevin shared the information that will be included in the next newsletter. Stuart proposing to complete by 25 November for review by KB/TS/SH by and published by 7 December.	Contact Stuart by 25 November if any member of the group has any additions to the newsletter. Malcolm suggested staffing updates.	All/KB/SC/TS/SH
5	Patient Access. Further discussion about an awareness campaign in the surgery. Some challenges need to be addressed in terms of data protection, communication channels, processes, training, patient benefits/value highlighted e.g. cost savings, test results, graphs (£6.00 cost for printed blood results etc. e mail communications, text communications etc.	Awareness campaign planned and implemented in 2018.	??
	Next Meeting Monday 8th January 2018 at 6.15 pm.		