**Allen Street Surgery Patient Participation Group**

**Minutes of meeting held on 12 September 2018 at the Council Offices, The Lodge, Tean Road, Cheadle**

Present: Peter Bailey Frank Meadows

Mal Bailey Lena Walker

Andrea Conway Yvonne Malkin

Apologies: Hazel Meadows, Trish Turner

Ray Wood

(Ray had advised that he was unable to attend meetings on Wednesdays and would therefore have to resign but indicated that he would still appreciate updates)

Introductions were made and Andrea Conway, the new practice manager, was welcomed to the meeting.

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|  |  | **Action** |
| **1.** | **Minutes of meeting held on 16 May 2018**  The minutes of the meeting held on 16 May 2018 were accepted as an accurate record with the following amendment requested by Trish:  The asthma nurse post is not a recently funded post, there are two nurses and they have been part of the hospital asthma team for a while. |  |
| **2.** | **Matters Arising**   * Dr Francis Burra had joined the practice as a salaried GP providing three sessions per week – all day Monday and Wednesday morning. The GP timetable is still being reviewed * The practice had deferred finding a suitable advanced nurse practitioner. |  |
| **3.** | **Surgery Update**   * Andrea Conway had taken up the role of practice manager. * The surgery had taken delivery of the flu vaccine and was actively promoting. They had also received the flu vaccine for over 65s which boosts the immune system and is more effective in the over 65s. * New appointments: Mary Wolfe – receptionist; Fiona Beardmore – admin. * Megan, the apprentice receptionist had finished at the end of September and had been very good. * Currently have a registrar working in practice. * Dr Garlapati is keen to move the practice forward both clinically and structurally. * Since the last meeting the new ramp and new doors had been installed.   Comments from members:   * There was support for staff photographs in the waiting area so that patients could identify staff. * Use of the JX system only was old technology. * The missing ‘n’ on the Allen Street Surgery sign does not give a good impression. |  |
| **4.** | **Expanding Patient Group**  There was concern that the group was somewhat depleted and discussion around how to increase membership. Suggestions were:  to include on the patient survey;  slips in the waiting room;  to include on the new patient information forms;  via GP referral; include minutes on web site so that people can see what is happening.  Text messaging  Andrea said that she was looking into using text messaging for appointment reminders and would ascertain whether this could be used for other messages. . | AC |
| **5.** | **Ghost Patients**  Following recent reports in the media, Peter asked if “ghost patients” was an issue for the surgery. Andrea said that the health authority used to do a reconciliation which would highlight anomalies. Peter suggested a search of the over 80s as a starting point. Andrea responded that this is being done as part of the local incentive scheme. Peter said that he would speak to …… to ascertain the position across the area. | PB |
| **6.** | **Locality Meeting**  The next locality meeting was scheduled for tomorrow, 13 September. |  |
| **7.** | **Any Other Business**   * Due to extended hours clinical appointments would be available between 4.00 pm and 8.00 pm Monday to Friday and during the weekend (times not yet confirmed). There would be five hubs so patients could be seen in Leek Moorlands Hospital, Hanley Walk-in Centre, Haywood Hospital, Bradwell Hospital and Longton Cottage Hospital. Practice receptionists can offer these appointments and there will be a limited number of appointments available for each practice. This is seen as an alternative for people having difficulties in accessing appointments. The GP hours are voluntary and as yet Allen Street GPs were not involved. The Federation would provide the cover if there is not sufficient input from Staffordshire and Stoke-on-Trent GPs. Data sharing agreements are in place. * Following discussions regarding the survey, Peter had produced a draft patient survey and circulated to members for comment. However Andrea confirmed that the NHS national GP survey was still undertaken and that results were available on NHS Choices website. |  |
| **8.** | **Date and time of next meeting**  The next meeting was scheduled for 11.00 am on Wednesday 14 November 2018.  Subsequent meetings were agreed for 9January, 8 May and 13 March 2019. |  |

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