

LIQUORPOND SURGERY PATIENT PARTICIPATION GROUP MEETING

Thursday 6 December 2018

Present:	GA	
	RC	
	PD	Chair
	DH	
	IM	Deputy Chair
	LN	
	AP	
	PV	
	Dr. M. Nolan	GP
	Dr. I. Fernandes (IMF)	GP
	Mrs. Annette Jakeman (AJ)	Deputy Practice Manager
	Mr. Keith Foster (KF)	IT Lead
	Mrs. Judith Jain (JJ)	Secretary
Apologies:	SL	
	Dr. H. Matiti	GP
	Mr. Robert Bailey	Nursing Staff
	Mrs. Sarah Hardie (SH)	Practice Manager
	Mrs. K. Motley	Reception Supervisor

AGENDA

The Chair welcomed everyone to the meeting and, on behalf of the PPG, sent condolences to the family of Practice Nurse, Carole Lincoln.

Apologies: Apologies received as above.

Minutes of last meeting: The minutes of the meeting on 6.9.18 were agreed as a true record.

Matters arising:

- IM asked where we are up to with the poster. PD had spoken to KF and these had all been put on screen. PD asked KF to display in surgery as well.

Chair's Report:

PD gave report on Patient Council Meeting.

- Oonagh Quinn from Healthwatch Lincolnshire would like to come to the PPG meeting on 7.3.19.

Vice Chair's Proposals:

- IM wants to see the PPG doing more to help the surgery.
- IM suggested setting up a small working party re how to help the surgery.
- IM felt it was helpful to have the minutes well before the meeting.
- IM suggested having 2 deputies rather than 1.

Job security for Liquorpond staff:

- GA raised the point that, at the last meeting, there was talk of a possible amalgamation with another surgery. If there was an amalgamation, how could we protect the support staff? AP said that, as PPG, they could not do a lot but agreed it was a valid question.

Promotion of PPG:

- Discussed posters.
- Fundraising could be a way of promoting PPG.
- Need to encourage younger members.
- Suggested advertising PPG – ‘Our next meeting will be onPlease come’.

Survey Questions:

- As SH was not at the meeting, this was deferred but just over 100 originally filled in the form. These were written to but we had little response and those who did were mainly those who attended the PPG meeting.

Test Result Responses:

- If blood tests are abnormal, patients are contacted to make an appointment for review. However, it was felt that patients would like to know if their results were normal.
- IMF tells patients that if the results are normal, they won't hear anything but, if concerned, they can call the surgery and ask for results or make an appointment.
- AP suggested that Drs tell patients that ‘no news is good news’.
- IMF said the surgery is trying to change the system to serve patients better.
- MSN suggested giving out printed slips to patients when they attend for a blood test saying that, if any problems, the doctor will ring them.

Fundraising:

- DH felt that fundraising was a good thing to do to put money back into the surgery. However, it was felt the remit was that the PPG were not here to raise money for the surgery. As soon as a group start to handle money, they have to have a treasurer as someone has to be accountable.

Appointment of next Chair and Vice Chair:

- IM was elected next Chair. PV was happy to support IM as Vice Chair but had no wish to be Chair.

Any Other Business:

- PD thanked Liquorpond Staff for coping with a difficult year. This was seconded by IM.
- DH informed the meeting that she was moving to Nottingham and thanked the PPG as she had enjoyed coming to the meetings.
- RC said that a surgery in Woodall Spa had lost 13 hours of appointments in one month due to DNA's. One Dr wanted to strike people who DNA off the list.
- AJ informed the meeting that triage had stopped. It was taking up too much of the Nurse Practitioners time and the majority of patients had to be made appointments.
- AP thanked PD for his time as Chair & IM was welcomed as new Chair.

The meeting finished at 8.45 pm.

Date of Next Meeting: Thursday 7 March 2019 at 7.30 pm