**Minutes of PPG meeting held on 7.3.2016 at 6.30pm at the surgery**

**Present** - Pat H, Lynda and Bill T, Sheila B, Liz and Ken J, Yvonne P, Christine and Dave T, May L. Dr Lakhani.

**Apologies -** Alison and Ian C

**Minutes of last meeting** - Held on 26.10.2015. These were read by Christine.

**Matters arising** - There were none

**Financial Report -** These were read by Dave. See attached. We made £173.40 profit from the Winter Wonderland.

**Survey Results :** The local survey results were passed around by May prior to the meeting. These were again very pleasing results. Lynda asked what can be done to improve any weak areas. One of the problems is having to wait after your appointment time and it would be better if the reason for the wait was told. Also, the Practice are keen to promote on-line booking of appointments, along with other online facilities (see below). 2 key areas of action were discussed and agreed:

1. Online facilities – verbally by staff and PPG, use of TV monitor in waiting room, Flyers, article in Talk @ Sileby. This will improve patient experience.
2. PPG membership – survey showed many patients unaware: promote virtual membership to ensure cross section of patients views are heard eg teenagers, young families etc.

In the National GP survey released recently and passed around by May today, in the CCG area the surgery came in the top 5 out of 50 practices, gaining 99% for trust in both doctors and nurses. Dr Lakhani said he is very pleased with the results.

From April Highgate Surgery will be "Patient on line" which enables patients to see their medical record. This is a requirement by NHS England, but patients need to request at reception for the information. There are around 800 patients who currently have access to on-line services. To promote the services at the surgery, may be to put this on the TV monitor in the Waiting room, or the nurses and receptionists to make people more aware. Lynda suggested flyers in the waiting room. Also to advertise the PPG in the local free magazines and how to book appointments on-line.

**Staff Update** - Dr Sandhu left the surgery in February, and now two long term part-time doctors have been appointed on Tuesday, Thursday and Friday. A new receptionist has not been found yet but May is going to a Careers Open Day at Loughborough College to look for an apprentice receptionist. Highgate along with other practices, are experiencing a recruitment problem at all levels.

**Events for 2016**

1) Christmas Winter Wonderland/Victorian Market.

2) Coffee Morning "Managing your Health" on **Sat. 7th May 10am-12noon** at Sileby Community Centre. (lunch after?). This to be about dealing with asthma, B.P/ arm chair exercise/ home remedies/ diet. To ask Helen Root to talk about over the counter remedies and also a asthma nurse. Sheila will do arm chair exercises. This to be discussed at the next meeting.

3) AGM in **November. Date to be set**

**AOB**

1) May told us that Retinal Screening is no longer available at the surgery due to lack of space. They are disappointed that they cannot support this service as it has over the past few years

2) There is also pressure to open on Thursday afternoons from the CCG although the surgery is open early (7.15am and 7.30am) on 3 mornings. Although the surgery believe this is a good idea, they may struggle to support this in the absence of a salaried GP and other recruitment problems. It was agreed that the surgery’s access figures (via National survey) are fantastic and the practice skill mix, including 2 nurse practitioners who can prescribe, helps support patients in seeing the right person for their needs.

3)Although many new houses have been built and new patients registered the surgery still is required not to turn patients away from their local surgery. They cannot close their list.

4). Liz and May had been to a PPG Network meeting and had some questionnaires to be filled in. They also reported that South Charnwood practices had formed a federation 2 years ago, and now are planning to form a South Charnwood PPG Group (in line with other localities within the CCG). The aim of the group would be to share ideas and support local practices with education events etc. The first meeting is Tuesday 12th April at Quorn Village Hall– details to follow from May.

5) As more still needs to be done to make more patients aware of the PPG Liz suggested a stall could be put up at Heaps/Costcutter/Tesco for either one or two hours during **June 4th - 11th** to promote this as part of the PPG Awareness Week. Dave suggested the Library. This to be discussed at the next meeting.

**Next meeting - Tues 29th March 6.30pm at the Surgery**