

**PPG Meeting**

**04/04/2016**

**Minutes**

**Members Present**

**Olu Bankole: (OB) Practice Manager**

**Rachel Paton: (RP) Partner and Nurse Practitioner**

**Maggie Thompson: (MT) Reception Manager**

**Chair Person: (JP) Jackie Peaker**

**And Patient Representatives**

**Salaried GP:**

**OB** notified the PPG group of the recent resignation of Dr Alam. This has resulted in the Practice doing as much as possible to find a replacement. OB also explained to the group the extreme difficulty in regards to the nationwide shortage of GP's. Many GP's are now choosing to do less sessions and work as Locums. The Greyswood Practice is just one amongst the many Surgeries struggling to fill their vacancies

**Practice Pressures:**

**OB.** due to patient numbers the practice is facing pressure to cope, this again is not isolated to the Greyswood Practice but practices nationwide are also struggling with this problem. This issue is interlinked with the shortage of GP's in the England, with many practices reluctant to pay for continuous locum cover due to increase in costs and the lack of continuity of care it provides to the patients.

**PMS contract Review:**

**OB** informed the group that the practice is due a contract review. This is being led by NHS England in collaboration with NHS Wandsworth CCG. It could mean the practice loses income and will be set new local targets to meet in order to make up for this loss of income.

#### **Phone System:**

In September 2015 the company looking after the Practices' phone system recommended an upgrade to enable better operability of the practice phone system. The company had managed the phone system for years and the practice was of the assumption that they were fully capable of carrying the upgrade out. Unfortunately the upgrade went very badly Rachel Paton and Maggie Thompson informed the group that the practice has suffered continuous problems that have unfortunately caused a number of significant events that potentially could have caused patient harm.

**OB** informed the group that they are in the process of changing suppliers. A patient did state that they found the queuing system helpful and better, **OB** advised it was better to start afresh and get the basics right and that the queuing system could be revisited.

#### **PPG Online:**

**OB** informed patients of the PPG online tool that the practice had purchased in order to reach patients who do not have time to attend PPG meetings. **OB** would inform the group via email when this is setup alongside details of how to access it i.e. web link. A suggestion from the group was to also look into getting the online forum in different languages to reach non-English speakers, **OB** will look into this.

#### **AOB**

**Badges** – **OB** to purchase badge for the PPG chair and assistant to wear to identify them when representing the surgery.

**Minutes** – **OB** informed group going forward minutes would have to be done by the group or the vice chair (upon election)

**Newsletter** – **JP** will develop a PPG newsletter for the group with the help of the group

**Screen in waiting room** – the group would like information to be displayed on the screen, as it could provide information and would catch patients' attention better. **OB** will look into this, and try to activate.

**DNA's**- Group would like a poster showing amount of DNA's per month. These are patients that do not attend for their appointment. Resulting in wasted appointments which could have been used by other patients.

**Hearing aid batteries** – Suggestion from some members of the group is for the practice to see hearing aid batteries. Currently patients are having to source from elsewhere.

**A.O.B**

The next Meeting: of the PPG will be held on the **20<sup>th</sup> June at 6.30pm all are welcome**

Item for next agenda The **Flu Campaign**