

# THE GREYSWOOD PRACTICE

## PPG MEETING

17<sup>TH</sup> OCTOBER 2016

### MINUTES

#### **Recruitment**

OB informed the group that the Practice had to recruit after Dr Alam's departure and had decided that because of the increased list size it would recruit two new Doctors and increase the sessions to 14. The Practice is confident that during the coming winter period these extra sessions will enable them to tackle the winter pressures and subsequent workload without dropping the service to their patients.

#### **Personal Medical Services (PMS) contract review.**

This has been put on hold by the LMC indefinitely which was due to affect income for practices up and down the country. There are three different contracts, GMS, APMS and the PMS. Fortunately the Greyswood Practice is on the PMS contract and were worried that the review might mean that they would lose some income but this 'hold' has offered some relief.

#### **Phone System**

Update – there has finally been some movement to changing providers of the phone system. We now are with a company called Jungle Networks . This has seen a major reduction in phone line issues and the phones are now more stable. Still, some minor issues with getting all the lines over to the new provider but it is looking more positive. One of the improvements is an announcement of your place in the queue.

## **PPG On-line**

Just a reminder that the Practice has access to an online web site which enables patients that cannot attend the meeting due to other commitments to keep up to date on Surgery topics and to post their comments. It is also possible to read topics from other Surgeries.

[WWW.myppg.co.uk](http://WWW.myppg.co.uk)

## **ANY OTHER BUSINESS**

**Whether the Surgery had a notice board to show Patients how many missed appointments there were.**

This is currently being displayed in the waiting room.

**Whether the Surgery had the demographics of the patients. This would help to determine if the Surgery has a too challenging ratio of doctors to patients.**

This was presented to the group and a copy is attached.

**Can use be made of the television monitor in the waiting room for information.**

OB is trying to get funding and is waiting for confirmation.

**Whether a Podiatrist could be located at the Surgery at certain times**

OB has spoken to the company that runs this service and is arranging an appointment with their Clinical Lead to discuss this further.

**Whether members of the PPG could have badges to identify themselves when on official business in the Surgery.**

These have been purchased and will be worn by PPG members.

**Whether it would be possible to have a guest speaker at some meetings.**

Dr Tessa Palokkaran -Salaried GP at the Practice – kindly volunteered to be our first Speaker and gave an interesting and entertaining talk on minor illness. Many thanks to her from all of us.

We were lucky enough to also have our local Pharmacist at the meeting and he was able to outline some of the changes coming in which would encourage people to visit their local Pharmacy in the first instance to get advice on minor ailments. He also outlined the procedures of ordering repeat prescriptions on line. Many thanks to him too.

We look forward to many more Speakers and would welcome your suggestions of topics that would interest you.

**I hope this covers most of the topics from our last meeting and welcome any feedback and also a volunteer to take minutes !!!!!**

**Our next meeting is on 9<sup>th</sup> January 2017  
at 6.30pm.**

