**PPG MEETING**

**6th JULY 2016**

**PRESENT**

June Barrett (Practice Manager), Kelly Maxwell (Admin assistant),

Trish Campbell (Practice Secretary), Glenys Whalley, Elaine Hartshorne

**APOLOGIES**

Trish Campbell, Brian Todd, Sandra Finney & Joanne Lewis

**Minutes of last meeting**

Minutes of last meeting were discussed and issues raised were:

* Podiatry – TC has made some enquires regarding this and further information around this will be available at the next meeting.
* Elderly Couple – JB contacted BWDCCG but they would not discuss any further as the patient was not registered at St Georges Surgery.

**Sandra Finney**

JB informed everyone that she received an e-mail from SF saying she may have to leave the PPG group unless the meeting can be held on a different day of the week (not a Tuesday) due to other commitments she has. Everyone present agreed that it seemed a shame to loose someone from the group for that reason and that the day of the week should be changed.

Action: JB to let SF know that the next meeting would be held on Friday 2nd September 2016 at 11.30am.

**Pictures**

JB showed everyone present pictures on her phone of the potential news picture that are being proposed to go up in the waiting room. JB explained the GP’s thought calming pictures such as beaches would be the best ones. Everyone present agreed the pictures shown to them were nice (not the first two – but rest OK).

Action: JB to purchase the pictures but needs to make sure the size is correct first.

**Book Case**

JB said she went to Argos to purchase a book case but it did not come with any fittings to make it secure in the waiting room so she did not buy this however, she has found another book case for £35, which has 3 shelves and comes with brackets to secure it to the wall.

Action: JB will purchase this and arrange fitting.

**School pictures**

As previously discussed, TC suggested about asking the local primary school do some pictures to go up on the walls in the waiting room of things such as healthy foods and exercise etc... The group agreed this was a good idea at the last PPG meeting and reiterated this today. JB informed everyone present that this idea has now been discussed with the GP’s and they are in agreement. JB said the practice nurse, Julie Ryder, is also willing to go into the school to give feedback as well as promoting healthy living.

Action: TC to contact local school and discuss further.

**Book fund**

JB thanked the group for their £100 sponsor/donation out of this money for Dr Buckley & Dr Ashe who recently completed a charity bike ride. JB showed everyone present the certificate, photos and medal. The balance after this donation is £665.17.

**List size – suspension of new registrations**

JB informed everyone that the GP’s were looking at closing the list of the practice and what this meant. JB explained it was important for this to be discussed with our PPG members and gather their thoughts around suspending new registrations.

JB said 448 new patients had been taken on between January & June 2016 and 257 patients had left the practice or sadly passed away in the same time frame. JB explained some of the reasons why the GP’s were looking into closing their list and that one of the main reasons was their worries over providing quality of care to patients if they continue to increase their practice list size at the rate it has been increasing. JB said they were looking into the possibility of closing the list but still taking on family relative’s i.e. new baby of an existing family.

PPG feedback: GW & EH both said they would be in agreement with this and they would like to see how things went once it has been closed over a time period i.e. audit over a 6 month period.

**Quality Visit**

JB informed everyone that the practice had just had their annual quality visit. Antibiotic prescribing was an area that was highlighted that needed attention and JB has put an action plan together for the GP’s to follow with a view to reducing the antibiotic prescribing. Everyone was in agreement that this is a national problem and not just a problem at St Georges. JB said the visit went well, the practice was informed it was well run and no other concerns reported.

**Citizens panel**

JB explained this was a new scheme being run by BWDCCG. It involves patients within BWD having their say in shaping services in the future. JB handed out membership forms to everyone present and explained if they wanted to be involved then to complete the form and hand back to her at the surgery for her to post them back to the CCG.

**AOB**

**Waiting room chair**

GW said she had an appointment recently at the surgery and when she was about to sit down another patient in the waiting room pointed out the chair she was going to sit on was full of hair. GW said she looked at the chair and it did have hairs on as well as stains. GW asked if the suggestions/compliments/complaints box could be advertised better in the waiting room as this then gives patients the opportunity to bring to the attention things such as dirty chairs, to the practice.

Action: JB to look into getting the chairs in the waiting room cleaned.

KM to add details of the suggestions box onto the jayex sign

**Date of next meeting**: Friday 2nd September 2016 at 11.30am

**Apologies:** Kelly will not be able to attend this meeting as she will be on holiday.