

Heathville Medical – Patient Participation Committee Notes

Wednesday 21st June 2017

Present: Mary Allen; Charles Rose, Joe Fullerton; Mike Sheridan; Phyllis James; Mary Haines; Denis Bottomley and David Bennett.

Re Notes of 27 April 2017:

- 1) **Primary purpose of PPG:** Discussion included: Representation to and from Practice. Communicate praise and concern. Info from PPG to be shared with patients and staff. Practical help/fundraise for specific items where/when needed. Assist in surveys, clinics etc.
- 2) **Do we need a Coordinator?** After discussion it was agreed David Bennett would coordinate.
- 3) **What project/initiative could be undertaken by PPG?** Practice Manager Clare has suggested printers for blood samples. This was accepted in principle. DB to find out costings and quantity required. **(Action: DB to Practice Manager)**

Possible Future Topics:

- a) **GP to talk about daily work load/priorities?** Committee agreed to hear from GP at next meeting . Future Staffing/long dates for appointments were also mentioned. **(Action: DB to Practice Manager)**
- b) **Action on No Shows:** Practice Manager's reply well received. However, it was suggested that because "No Shows" are increasing and waste a lot of Practice booking time, could a fine (as some Dentists do) be made for persistent repeat offenders?
Would this be something our MP (Gloucester & Tewkesbury) could bring to Parliament?
(Action DB to Practice Manager).
Concern was expressed when booking Online, there appears to be no mechanism to cancel an appointment. Also texts/emails show "no reply".**(Refer to Practice Manager)**
- c) **How can the PPG support the Practice?** Find out what the Practice needs? **(Action DB)**

Other Issues:

Car Parking/Safety:

DB gave an update re the upgrade of road markings in Horton Road and car park audit. Volunteers are always welcome to assist. **(Action: All)**

PPG Website input: Mary Allen agreed to write a piece about "No Shows". **(Action: Mary Allen to Practice Manager)**. DB to write brief piece re Car Parking. **(Action: DB to PM)**

Flu Jab Clinic: DB said volunteers would be appreciated. Date TBC at next PPG Meeting. **(Action Practice Manager)**

Nurse roles: The issued was raised re Nurses/HC's with specific roles such as Asma/Diabetes. What other roles/Services does the Practice embrace? Is there a list please? **(Action DB to PM)**

Physician Associate: What impact/help will this have on staffing? **(Action DB to PM)**

PPG Awareness Week: Apparently 19th – 24th June was PPG Awareness Week. DB gave details.

Email addresses: Members gave their email address for PPG Notes distribution.

Date of next meeting: Monday 4th September 2017 at 2pm.