

**FOREST HOUSE MEDICAL CENTRE & WARREN LANE SURGERY  
PATIENT PARTICIPATION GROUP  
MINUTES OF THE MEETING HELD ON 13<sup>th</sup> June 2016**

	<b>ITEM</b>	<b>ISSUE</b>	<b>ACTION</b>
	<b>Attendance &amp; Apologies</b>	Michael Chilton, Elemer Fejer, Linda Greenwood, Val Hutchinson, Lynda Ince, Merle Joyce, Graham Lees, Paul Linnett, Shilla Naik, Diane Stubbs & James Webster. Apologies received from: Hasmita Lad, Wendy Brooks, Anthony Champion, Kenneth Cowan, Maureen Harwood.	
1.	<b>Matters Arising</b>	<p><b>CQC</b> - Diane confirmed that no new date has been arranged for a CQC inspection. However, we receive regular reports that CQC are visiting other practices in the area and therefore the expectation is that the inspection will be carried out in the near future.</p> <p><b>Problems with phones</b> – an engineer came and carried our repair work. This seems to have resolved the issue.</p> <p><b>Friends and Family (F&amp;F)</b> – Members of the PPG have been actively working to increase the number of F&amp;F surveys that are completed by patients. Other members were encouraged to hand out F&amp;F surveys to patients while they are visiting the surgery at any time. It was agreed that this was an effective way of getting patients to participate in this.</p> <p><b>Online Access to Medical Records</b> – One of the group members stated that they have had difficulty in obtaining access to their medical records online, despite having completed the relevant forms. Diane fed back that this could be due to the applications having to be authorised by a Dr who is required to first check the accuracy of the notes. This can take some time.</p>	JW to follow up.
2.	<b>Practice Matters</b>	<p><b>Staffing Changes</b> Diane Stubbs announced that she will be leaving the practice at the end of June. James Webster was introduced to the group as the new Practice Manager who will be taking over from Diane.</p>	

	<p><b>New Appointment System Feedback</b></p> <p>The new appointment system has now been in operation since April. On the whole the feedback has been positive from patients, and both medical and administrative staff.</p> <p>Having different times for patients to call to book either emergency or routine appointments is working more effectively for both patients and the reception staff.</p> <p>It has been noted that the beginning of the week is busier with appointments being filled more quickly, due to patients not being seen during the weekend, whilst towards the end of the week (Thurs / Fri), appointments can be available through to later in the morning.</p> <p>A concern was noted by the group about the potential difficulty of having to call during working hours for some patients. Whilst it was agreed that this is a potential difficulty, to date there have not been any specific complaints regarding this.</p> <p>An issue with booking appointments online was highlighted. This was where the start and end time for the appointment show as the same time, creating confusion as to whether the appointment is actually available or not.</p> <p><b>Proposed Expansion of Warren Lane Surgery</b></p> <p>A first draft drawing of outline plans to extend the Warren Lane Surgery were shown during the meeting. It was noted that at present any plans are at the draft stage, however it is necessary to obtain PPG approval to be able to further develop these plans with the CCG. All present at the meeting were happy to approve the plans in principle.</p> <p>A question was raised about whether there would be any opportunity to expand the car parking facilities in line with the extension of the building. It was discussed that, whilst this has not been included in the outline plan, this will be a consideration that will be included as the plans are developed further.</p> <p><b>Other News</b></p> <p>Diane mentioned that the partners are currently looking to appoint a new GP. This will naturally create opportunity for more appointments to be made available to patients.</p>	<p>JW to investigate</p>
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3.	<b>Feedback from the Locality Meeting</b>	None of the attendees present had been able to attend the last Locality Meeting and therefore no feedback was given.	
4.	<b>AOB</b>	<p><b>Car Parking</b> – it was raised that at times the gap between the surgery car park and the pharmacy car park can be blocked by drivers who shouldn't be parking there. This can cause difficulty for patients trying to get to their cars. It was suggested that the possibility of having the area marked with a 'no parking – hatched box' be put to the pharmacy management.</p> <p><b>Patient Satisfaction Survey</b> - A question was raised as to whether a further patient satisfaction survey would be completed again this year. Diane stated that this was a decision that would be made by the partners but is not likely to be until the end of the year at the earliest, due to the appointment system still being relatively new.</p> <p><b>Speaker – Next Meeting</b> – It was decided to invite a representative from Age UK as a guest speaker to the next PPG meeting.</p> <p><b>Thank you to Diane</b> - Paul took the opportunity to thank Diane for all of her hard work and for the help that she had been to the group of the years that she has worked within the practice. All present wished Diane well and showed their appreciation to her.</p>	<p>JW to speak to Pharmacy</p> <p>JW to arrange</p>
5.	<b>Date and Time of Next Meeting</b>	It was agreed to keep the original date for the next meeting despite this only being 4 weeks away. Therefore, the next meeting will be on Monday July 11 <sup>th</sup> 2016 at 6.15pm	