

Pencester Surgery/Pencester Health

Patient Participation Group Meeting

Tuesday 31<sup>st</sup> March at 5.30pm

Minutes

Those present : Julie Hooper [Practice Manager], Michele Goodwin [Reception Supervisor], Dr Richards, Mike West [Chairman], Ronald Spencer, Angela Condon, Geraldine Butchers, John Richards, Georgette Rapley and Lesley Gordon.

1. Apologies. George Higgins. George has unfortunately decided to step down from his role as secretary for the PPG. Volunteers were asked to replace him. As there were no volunteers Julie Hooper will continue for now in this role.
2. Welcome to Dr Richards. Dr Richards is a new GP at the surgery and has recently become a partner.
3. Welcome to new members. There were no new members.
4. Individual responsibilities. We have discussed at previous meeting the formulation of a more in depth patient survey. This has now been finalised and volunteers were asked for to meet at the surgery and engage with patients in the waiting area. It is hoped that this will enable us to further improve the services that we offer and also promote the PPG to those patients who may not be aware of its existence. It was decided that the patient survey will be carried out over a one week period and the Chairman will analyse and collate results.
5. Prime Ministers Challenge Fund [PMCF]. Dr Richards spoke to the PPG about the PMCF and the beneficial effect it should have on patient access to a GP. Clinics are now up and running at Buckland Hospital between 8.00am and 8.00pm seven days a week. The clinic comprises of 15 minute appointment with a GP and can be accessed through the surgery during normal working hours and through NHS 111 out of hours. This is a pilot scheme that will be funded for 1 year after that financial responsibility reverts to the CCG.
6. Newsletter. It was decided that as we have a fully functioning website not to pursue this idea.
7. Door Fixing. The automatic front doors have broken after 2 years of use. Julie Hooper will obtain a quote for automatic sliding doors.
8. Brian Wash Locality PPG Meeting . Various members of our PPG attended this meeting.
9. Update on the closure of Dover Medical Practice. Julie Hooper explained about the list sizes at both surgeries and the alterations to the clinics that had already been made.
10. Charity that takes unwanted medicines. Mike West will look into this further and will be an agenda item at the next meeting.
11. The email address of the chairman was made available to all members.
12. White lines in the car park. This has now been completed.

NEXT MEETING : Tuesday 30<sup>th</sup> June at 5.00pm.