

PPG 22.9.16 minutes

Mr.Ridley, Mrs Woodrow, Mr.Russell, Mr.Perks, Mrs.McGregor, Mrs.Kingman
TS

Apologies: .Mrs.Pearce, Mrs.Leslie

Update: re staffing

AGM info re 2pm start on the 29th September 2016

Carers info on the TV

Day time pick up to be organised by the PPG

SIGNAL services to support carers..

FLU clinics on the tv and website

To check re egton showed 'drop in'

ONLY booked clinics this time.

Triage discussed again:

Over 75 and under 1year old and 'vulnerable'

offered an appointment without triage

Importance of SELF HELP discussed and how to disseminate this information

Methods of care discussed: 111/999/ dental/ pharmacists / nurses/ANP/GP/ urgent care centre / extended hours

Staffing:

Practice Manager

Phlebotomy

Clinical pharmacist to deal with complicated medical problems and prescriptions

Hand Rail on the right side of the entrance to the surgery still pending

CQC action plan- good progress at the oversight meeting with NHS England and CCG input

Newsletter once in 6 months - need information for the newsletter (self help), (exercises)

Website and MJOG / iPlato to all patients to join PPG

Website to include the following:

How to request a phone appointment

What kind of service are we offering?

suggestion – to specify-Specific appointments- named staff member and what they do to be specific

Confirm:

EHS has a hearing loop

EHS has a defibrillator

EHS has translation services

TV had Americanised spelling - spell check - objection - to be corrected.

Next meeting: 3rd November 2016