

Chapelgreen Practice



Patient Participation Group Meeting Minutes

Wednesday 09th of September 2015

Practice Facilitators: Dr E Warren, Blake Foster, Mark Sweeting

In Attendance: Christine DeBruyn, Derek Broomhead, D Fansworth, Richard Hemper, C Wood, Clifford Whitehead, Hazel Jackson

Apologies: A Penny, Andrea Jackson, K Preston, Judith Keyworth

Item	Discussion	Decision
Review of last minutes	The last minutes were reviewed and agreed to be a true reflection of the meeting.	
New faces in the practice	Blake (practice manager) started the meeting by introducing the new seven GP registrar's at the practice and also discussed us now taking on a new administrative apprentice and nursing student.	
PPG Survey Results	Blake reviewed the practice survey results with the group. (attached) A big thank you to the group for making this survey and collating all of the results.	It has been agreed for us to publish the recent survey results on the practice website and leaflet.
Reception Queues	Members discussed the queues that form at both surgeries when waiting to speak to a receptionist. Blake advised that we reviewing reception processes and trialling new methods, including telephony and online services and queue busting.	Practice to look at more promotion of services that do not have to be handled at the reception desk. Volunteers invited from the PPG to 'Queue bust'
Practice Funding Review	As part of the on-going PMS review the practice will be losing certain money from its annual budget. Due to this there has been a list of potential services drawn up that are not included as part of our core contract of services. (attached) As these services are under threat we will return hopefully in October with the group to discuss which services we will work hard to keep maintaining for our patient population.	Once the practice has further information we will call another meeting to discuss which services will be kept available.

Website: www.chapelgreenpractice.co.uk

Email: SHECCG.BurncrossSurgery@nhs.net

Terms of Reference	Blake advised that a new terms of reference has been adapted by the practice and approved by the PPG chairs.	To be circulated to all members (attached).
Future Meeting	A date of the future meeting has not yet been set.	If the PPG would like to meet more frequently without practice facilitators this can be arranged.

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