

*The Jubilee Practice
Lowdham Medical Centre
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NOTES OF THE PATIENT PARTICIPATION GROUP (PPG)
Date: Monday 13th February 2017
Location: The Leys Community Centre

<p><u>1. Welcome and Introductions</u> The Chairman welcomed the group. Present were: Rachel White (Practice Manager); Don Gifford (Chair), Maurice Tracey, Joan Tracey Tim Cutler, David Croft, Maureen Whitehead, Audrey Parkinson. Apologies from Thomas Whitehead, Cyd Sandey, Barbara Sharp</p>	
<p><u>2. Notes of the last meeting</u> These were verified by the group as an accurate record of the meeting</p>	
<p><u>3. News from the Practice</u> Fiona Foster, Practice Nurse, will be leaving the practice to take up a new role in the middle of March. We currently have a vacancy advert out which will close on 17th February. During the crossover period where we are without a Practice Nurse, our healthcare assistant, Kay, will be doing more work on reviews and the doctors will be helping her with this. We hope to recruit a new Practice Nurse as soon as possible.</p> <p>Rachel advised the group that both she and Dr Kirby will be going on Maternity leave. Dr Kirby is due to start her maternity leave in the middle of April and Rachel will be starting her Maternity leave at the end of May. We have recruited a locum GP to cover Dr Kirby's maternity leave and Dr Sawyer will start work with us on 18th April 2017. Cover for the role of Practice Manager has not yet been formalised and therefore further updates on this will be given at a later date.</p>	
<p><u>4. Update on Practice Accommodation</u> The Practice is due to meet with the landlord next week to discuss work on the practice accommodation further. There are no further updates at present.</p>	
<p><u>5. Triage</u> There have been reports from patients that they were not aware of the new triage system until they called to make an appointment. The Practice with the help of the PPG have put a notification in the parish magazine, have had leaflets within the Practice, put information on our website but this seems to still not have reached everyone. Don agreed to ask Lowdham Pharmacy if they could have a small supply of leaflets to see if we can further raise awareness and Rachel agreed to print more leaflets off to keep in the Practice.</p> <p>Rachel informed the group that the triage system was currently working well and that there had been no complaints.</p>	
<p><u>6. Practice Survey</u> The Practice already runs the friends and family test and looks at the responses monthly however the Practice would like to run a survey which looks at specific areas. The areas we would like to survey are whether patients are aware of practice policies on the storage of health records, to see if people use the website and to get feedback on this and also to get patient views on the triage system. The survey does not need to be long and Rachel said that she was anticipating that it should only be one side of A4 with 5- 10 questions maximum. The Group discussed this and agreed that Rachel should get together some questions for the next meeting and these will be discussed further.</p>	
<p><u>7. Any other business</u> In the absence of any other business the meeting closed.</p>	

7. Date of the Next Meeting

The date of the next meeting is 13th February 2017 at 2pm at The Ley Community Centre.