

*The Jubilee Practice  
 Lowdham Medical Centre  
 Francklin Road  
 Lowdham  
 Nottingham  
 NG14 7BG  
 Tel: 0115 9663633  
 Fax: 0115 9664347*

## NOTES OF THE PATIENT PARTICIPATION GROUP (PPG)

**Date: 10<sup>th</sup> October 2016**

**Location: The Leys Community Centre**

<b><u>1. Welcome and Introductions</u></b>	The Chairman welcomed the group and the two new members that attended the group. Present were: Rachel White (Practice Manager); Don Gifford (Chair), Joan Tracey, Maurice Tracey, David Croft, Tim Cutler, Audrey Parkinson. Apologies from David Croft.
<b><u>2. Notes of the last meeting</u></b>	These were verified by the group as an accurate record of the meeting. The group asked that when the minutes are being written that any acronyms are written in full so that they are easily understood to people reading the minutes outside of the group.
<b><u>3. News from the Practice</u></b>	<p>There have been 9 responses from the friends and family test this month. All responses were 'extremely likely' to recommend the practice to their friends and family. There were some very positive comments given on the responses cards. There was one response which suggested that the Practice could do with more reception staff. The Group asked Rachel if it was possible to have more reception staff. Rachel said that as there was only 1 computer on front desk and 1 in the corner behind reception and only two telephones on reception there was no room for a further receptionist. Whilst we acknowledge that sometimes the reception desk can get busy, at the moment we feel there is no requirement for a further receptionist. The practice are looking into having a touch screen check in screen so that any patients who do not wish to wait to be dealt with at the reception desk can check in quickly.</p> <p>The Practice is still awaiting the report from the Care Quality Commission visit. We hope that this will arriving soon.</p> <p>Flu vaccinations clinics are going well this year. The Group discussed how we could improve initial take up for next year and there was a suggestion of putting a reminder in the parish magazine.</p>
<b><u>4. Update on Practice Accommodation</u></b>	<p>Rachel advised that there was still no news regarding our bid to the estates and transformation fund. The decision is currently sat with NHS England and the Clinical Commissioning Group is not able to give us any further information.</p> <p>The Practice is looking to meet with Nottingham CityCare again in the near future to look at all options whilst we are awaiting a decision from NHS England. Rachel will continue to keep the Group updated with any new news.</p>
<b><u>5. Triage</u></b>	Rachel handed the group a summary document of triage which explains the benefits and how triage runs. The Practice has been running triage only on a Tuesday since July 2016 and has found that this has many benefits for patients and doctors. We have increased the number of patient contacts than we could have offered on that day and there has been a reduction in the amount of face to face contact needed which has allowed the Dr to be free up to deal with home visits, clinical paperwork and the ability to provide longer appointments to patients who need them. . The Practice feels that the triage system has been a success and is looking to roll out triage over the whole week starting from the beginning of December. Rachel advised the Group that they

<p>will be undertaking regular audits and acting on patient feedback to ensure that the triage process remains beneficial for patient care.</p> <p>Rachel asked the group for their feedback on the idea of triage and whether they supported the Practice's decision to start to do this each day. The Group were happy to support the Practice's decision but asked that patients be given plenty of notice of the change and that patient information leaflets were made available so that patients understood the changes that were happening. Rachel agreed with this and would ensure that this was done.</p>	
<p><b><u>6. Any other business</u></b>  Don and David are attending the Patient and Public Network and Celebration event and will give feedback from this at the next meeting.</p>	
<p><b><u>7. Date of the Next Meeting</u></b>  The date of the next meeting is 14<sup>th</sup> November 2016 at 2pm at The Ley Community Centre.</p>	