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| **MINUTES OF THE GROVE HOUSE SURGERY/CHICKENLEY MEDICAL CENTRE PATIENT PARTICIPATION GROUP (PPG) MEETING HELD ON MONDAY 14th May 2018** |
|  **ATTENDEES** |
| Mohammed Laher (ML)Mike Theaker (MT)Peter Booth (PB)Bernard Nicholson(BN)Dawn Beadle (DB)Kath Farrar (KF) | MemberMemberMemberMemberPractice ManagerAssistant Practice Manager  |
|  **APOLOGIES** |
| Michael Brook (MB) |  |

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| **SERIAL** | **AGENDA ITEM** | **REMARKS** |
| 1. | Arrival and Refreshments |  |
| 2. | Welcome and Introductions | ML welcomed everyone for attending. |
| 3. | Minutes of Last Meeting | Agreed |
| 4. | GDPR – What does it mean for practice and patients | General Data Protection Regulations come into effect from 25th May 2018Short report on basic outline of what this means, the process in surgery, that is involves patients and employees. We are putting things in place and this is ongoing.[S:\GP Admin\PPG\Meetings\20180514\_GDPR PPG Info.docx](file:///S%3A%5CGP%20Admin%5CPPG%5CMeetings%5C20180514_GDPR%20PPG%20Info.docx) |
| 5. | Practice Update* Staffing
* Dedicated cancellation number
* Complaints
* DNAs
* Drop in sessions – online access
* Additional capacity
* Additional services
 | Dr Davison is leaving and we are looking for a full time GP. We are looking for an additional Practice Nurse. We have 2 new Patient Services Team members Helen and Debbie, of which we are hoping Debbie will become a new staff member attending the PPG meetings.We are looking at setting this up and a plan is in placeDiscussedWe had a look at DNA’s for March 18 of which 95% of appointments were attended. We will review in 6 months [S:\GP Admin\PPG\Meetings\20180514\_PPG Report DNA Mar 18.docx](file:///S%3A%5CGP%20Admin%5CPPG%5CMeetings%5C20180514_PPG%20Report%20DNA%20Mar%2018.docx)14% of all appointments are available to book onlineWe will be looking at setting up drop in session once we the staffing organised We have building work arranged to make the red room into 2 consultation rooms so the Nurse Practitioner has a permanent roomWe are looking at ways to encourage services in for patients, we have Scrivens Hearing and Ultra Sound Clinics already.  |
| 6. | Membership | Mo will do a report for our Facebook page and our new website will have a page for the PPG where we can display achievements of the PPG |
| 7. | Coffee Mornings  | We will be holding a Dementia CUPCAKE DAY 14th June 18 all welcome to attend, we will invite different services to come along to chat to people. |
| 8. | AOB | We will start to do Childhood Imms from the 1st July 18 this is one of the reasons for us employing a new Nurse  |
| 9. | Date of Next Meeting:  | To be Arranged  |

Any questions of queries regarding the subject minutes should be directed to the undersigned in the

first instance.

D M BEADLE

Mrs

Practice Manager

01924 476363