

# THE GLENFIELD SURGERY PATIENT PARTICIPATION GROUP

## Minutes of meeting held 12<sup>th</sup> July 2018 at the Surgery 1:35pm

**Present:**

**PPG:** Sylvia Beck (SB) Mick Reeves (MRe) (Chairman)

**Practice:** Diane Alonzo (DA) Debbie Bradley (DB)  
 Dr Chotai Riz Ismael (RI)  
 Dr Jordan (part) Dr Trayner  
 Dr Ahmad Dr S Tejani

**Apologies for Absence:** Nichola Pell Dave Zanker

**Action**

<b>1</b>	<p><b>Minutes of the last meeting</b></p> <p>The minutes of the meeting held 5<sup>th</sup> June 2018 were agreed and signed as a true record.</p>	
<b>2</b>	<p><b>Matters Arising from last meeting</b></p> <p>Parking Eye are now managing the car park at the surgery.</p> <p>Sylvia has arranged for recruitment posters to be displayed in Groby Library.</p> <p>The proposed survey form has been modified by the practice and re-circulated for comment. Nichola has made some comments and these have been passed to the practice for consideration.</p> <p>Reception now have PPG awareness information available which they are handing out to patients. Supplies are also available on the reception desk.</p>	<b>DA/RI</b>
<b>3</b>	<p><b>Practice staff update</b></p> <p>Racheal Boyd, part time receptionist has been recruited as maternity cover for Sophie for a 12 month period.</p> <p>Recruitment information has been passed to Leicester College to recruit another 1 or 2 apprentices.</p> <p>1 registrar will be leaving the practice in August and 2 new registrars joining.</p>	<b>DA</b>
<b>4</b>	<p><b>PPG update</b></p> <p>Nichola Pell has joined the group and recently attended the Dementia Awareness presentation. Unfortunately she is unable to attend today's meeting.</p> <p>PPG Awareness week, 4<sup>th</sup> – 8<sup>th</sup> June. The PPG attended the surgery for 4 sessions to speak to patients to make them more aware of the PPG and its work. Although a few patients were keen to find out more and expressed interest in the group, none of them have made any follow up since.</p>	

5	<p><b>Matters arising from Practice weekly meeting</b></p> <p>None</p>	
6	<p><b>Survey</b></p> <p>See comments in Matters Arising above.</p>	
7	<p><b>Building works</b></p> <p>Although a number of items have been agreed with the County Council for purchase, their procedures require 3 quotations to be obtained before they will authorise the expenditure to be incurred and the item obtained. This is creating considerable delays in the practice being about to move forward with acquiring goods and having work carried out.</p>	DB
8	<p><b>HLH Charity</b></p> <p>Since the last meeting a 'Guess the baby' and a 'World Cup sweep' have been held at the surgery. It is planned to raffle a hamper over the next few weeks. Whilst these are raising funds for the charity we still have a long way to go to reach our £6000 target.</p> <p>Mick suggested that the practice consider the 'Yorkshire 3 Peaks Challenge' as a way of raising a more significant sum of money. Mick outlined what was involved and suggested that the activity could raise in excess of £2000 but did say that it would involve considerable effort to organise. It was agreed that he would document his thought and circulate them to the practice to ensure there was commitment and buy in before going ahead.</p>	RI  MRe
9	<p><b>Any other business</b></p> <p>Dr Chotai made the PPG aware that the practice had signed up for an 'app' called 'askmyGP'.</p> <p>askmyGP is a digital triage system that assesses patients when they initially contact their practice to make a GP appointment. Patients have the choice of going online to the practice website where they enter their problem onto a computerized algorithm.</p> <p>The askmyGP online algorithm is then read by the GP who can process the patient onto the appropriate health professional within the practice, such as a practice nurse or pharmacist. If the patient requires a GP's input, the doctor will assess whether the patient needs a prescription, phone consultation or a face-to-face appointment. Patients who require an appointment are then given one. Alternatively, they can ask for a phone consultation and the GP will usually ring the patient within one or two hours of the request.</p> <p>The system is in use in about 160 across the country and has shown savings in patient times to be seen/contacted by a health professional and savings in GP and receptionist time.</p> <p>The practice plans to introduce this system in late August 2018.</p> <p><b>Date of next meeting</b></p> <p>Next meeting will be held on Tuesday 28<sup>th</sup> August 2018 at 1:005pm</p> <p>The meeting closed at 2:10pm.</p> <p><b>Minutes approved:</b></p> <p style="text-align: right;"><b>Chairman                      Date</b></p>	

