



**Dr R Harding, Dr T Strefford,
Dr NK Luty, Dr R Singleton, Dr T Mitchell**

Broadway, Barnton, Northwich, Cheshire CW8 4LF

Appointments: Tel. 01606 544241, Emergencies/Home Visits: Tel 01606 544240, Fax. 01606 784529

PATIENT PARTICIPATION GROUP

9th May 2018

Oakwood Medical Centre

SUMMARY OF MEETING

1. Welcome and apologies

Apologies were noted from

2. Practice Update

Nursing – New Staff Member

Roisin Lavin is our new Nurse and started 23/4 – she has settled in well.

Telephone Lines Update

Telephones were only briefly discussed – LC waiting for IT to approve flowchart before sending it round (amended – sent to PPG 15/5 for comments)

Appointments Review

GDPR

The practice is working towards GDPR. Information is on our website and in main waiting area. Groundwork for previous IG Toolkits has meant that the work needed for GDPR is not huge.

GPs Update

Dr Mitchell is not currently in the practice and we have been employing locums to cover the shifts. We have been able to cover the shifts on slightly different days but with no loss of appointments overall on average (some weeks have been less than others).

DNA Review

DNA report was discussed (circulated at the meeting) – PPG asked if the data can be compared with those that receive the text messages - **LC to look into.**

Demographics were also requested. **LC to amend report and send round with minutes.**

3. PPG Update

Diabetes Awareness Week – Outcome

Thank you to Graham for attending the Diabetes Awareness Session. The Diabetes Specialist Nurse was excellent and we have produced a feedback sheet for the CCG/CCICP and to keep as evidence for our Primary Care Charter (sheet circulated at the meeting).

Video Conferencing

The cameras have been installed but are awaiting final set up from IT as the firewall is blocking the software.

Carers Day

This is planned for Weds 13th June – similar format to previous weeks with alternative therapy session and carers centre information stands. Helene from reception is lead for this and will be helping to coordinate.

Primary Care Charter

The small 2018/2019 summary was circulated – confidential and not for wider circulation yet.

4. AOB

Appointments Discussion

The appointments review was discussed in more detail – LC will start the review with



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the data collection. PPG asked for the information around appointment length and what happens when the appointments are shorter than expected. LC talked about the workload that happens in and around appointments; documents, prescriptions, tasks etc. PPG felt it would be useful to know a bit more detail on this. LC to look at how to present this and circulate.

PPG asked about recruitment of GPs – LC confirmed we have not found it too difficult to find locums to cover the shifts we have open. This may be due to the attractiveness of our surgery but also likely due to the fact that GPs are choosing to be locums rather than salaried GPs. It has meant that the Partners are looking at alternative suggestions for appointments and capacity and this will be informed by the appointments review. There is an agreement in practice that more capacity should be looked at as a priority.

Meeting finished at 7.45pm

Next meeting scheduled for Monday 9th July 2018