



**CLIFF HOUSE
MEDICAL PRACTICE**

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Minutes of the PPG Meeting Held 21 January 2019 at 17:30

Present – TM, EA, MS, JM, AS, PR, RP, WH, MB, JB, RL

Apologies - MW, DS

| Matters discussed | Actions |
|--|-----------|
| <p>Minutes from the last meeting were agreed.</p> <p><u>Telephone System</u></p> <p>MS explained the teething problems with the queuing on new telephone system. MS has been in regular contact with the suppliers regarding this problem, which they have promised to resolve.</p> <p><u>Prevention Strategy</u></p> <p>JB shared his interest in the above Strategy and its ability to possibly strengthen health and wellbeing of patients. JB discussed Walking Football and Over 55s Netball as examples of differing activities. Also that it could be cross-generational, young people engaging with different areas of the community.</p> <p>EA discussed Social Prescribing as part of our Neighbourhood Team. It was agreed that MS would contact Becky who is Neighbourhood Lead for this area to see if she could have a meeting with JB to discuss moving this forward.</p> | <p>MS</p> |

Staffing

EA discussed Dr Saha leaving and the new Clinical Lead being Dr Mirza. The Practice is keeping same GPs. Dr McMillan is back working Tuesdays with the Practice. RL asked that the GPs will be overseen by Dr Mirza, this is the case. RP asked when Dr Mirza would be at the Practice, EA advised he will have a weekly clinic along with working remotely 2 days a week. EA would audit all GPs work 6 monthly.

EA

PR mentioned how busy reception is; EA confirmed that the Practice does have more clinics now which subsequently create more footfall. The Check-In system should help to alleviate the pressure for reception team.

Patient Survey

The Practice will be carrying out a Patient Survey shortly and all members were asked if they would kindly help with the smooth running of this. It was mentioned that the previous survey is very long and somewhat overwhelming for patients. So the group decided to form a sub-group to review the form and re-design it. TM to let MS have a list of dates that the sub-group could meet and MS will let members know. MS will send the current survey to TM via email.

TM
MS

CQC

The Practice is expecting CQC visit and is prepared for this.

Federation

RL asked about Federation work. EA stated that the CCG are very supportive of Federation. The Federation is currently undertaking extended access, which now covers weekend and late night clinics during the week. Pete commented that this works well. JM asked if a patient was to go and see another GP in the Federation would the patient have to return to them, this is not the case. Federation is also carrying out ear syringing, 24hr BP monitoring and ECGs within Practices. This is in the hope of reducing waiting time for patients. .

Any Other Business

MS to put a list of GPs in the waiting room.
Next meeting – 20/5/19 at 5.30pm

MS