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## Billesdon Surgery

**Patient Participation Group (PPG)  
Wednesday 1<sup>st</sup> May 2019 1- 2pm Billesdon Surgery**

### Minutes

**Present:** Diane Stubbs (DS)(Business Manager), Julie Smith (JS)(Practice Manager), Daniel May (DM)(IT Officer), Julie Milne(JM)(Dispensary Manager. PPG Members Balvir Bhamra, Charles Bagshaw, David Kirkwood, Ian Hill, Janette Stocks, Jean Astill, John Dyson, Rita Chauhan, Susan Rowe, Ann Markee, Susan Hart

#### **Apologies:**

- 1. Apologies – Margaret Hughes**
- 2. Minutes of meeting – 19<sup>th</sup> December 2018 reviewed and declared correct.**
- 3. Update and results – Dispensary Questionnaire** JM, Dispensary Manager read out the 'Dispensary patient satisfaction survey' and explained the actions taken from the original questionnaire which was done August 2017 and the results of the follow-up survey done in August 2018. Julie reported there had been improvements in every area. The results from the survey are available on the practice website [www.billesdonsurgery.co.uk](http://www.billesdonsurgery.co.uk)
- 4. New Billesdon Website –** The surgery is pleased to announce that we have recently launched a new website which can be accessed using the same web address as the previous one. DM, IT manager gave an overview of the website. There was a question regarding having more information regarding the Doctors clinics especially open surgery. An explanation was given as to why this isn't practical because of changes and annual leave etc. There was also a question regarding patient access to their full medical records. This is available via completing an application form which is available from reception.
- 5. Dr Gray, Dr Sharma and Dr Batchelor** Dr Gray retired on 31<sup>st</sup> March 2019 and a new female GP, Dr Batchelor will be starting in August 2019. In the interim Dr Sharma will be working with us i.e. April – July inclusive. Dr Batchelor will be working 7 sessions per week to improve patient access.

6. **First Contact Physio** – JS gave an update to the changes to First Contact Physio – that being the service is only available now at Billesdon Surgery and NOT St Luke's as previously advertised. An updated leaflet is attached if you would like to print it off or forward to your local news. Thank you for your help with this action, Jean Astill, Susan Hart and Susan Rowe.
  
7. **Any other business** – JS will invite the PPG Chair Market Harborough and the Bosworth Partnership to share her experiences with us – hopefully for the meeting in the summer.

Date of next meeting summer 2019