Minutes of PPG Meeting on 19th April.

Sue, our Chair, started by explaining the purpose of our PPG meetings and the various issues we face.

Our current major concern is the lack of communication with our Primary Care Network (PCN) over the past year.

Sue recounted the action she has taken to rectify that situation.

She wrote to the Clinical Director of our PCN who is Dr Crowe based at Hucknall Road Surgery and read out to us his reply.  It didn't express the urgency we feel necessary and Sue will respond.

In the meantime, we have been contacted by two other surgeries who have expressed interest in our PPG approach.

We will also contact the ICB.

We then discussed the role of other PCN's who appear to be ahead of us.  The potential U.S. interest in UK surgeries was also raised.

Irfan was asked how the various NHS strikes had affected our patients.  He responded "massively", though he understood why the strikes were happening.

in response to concern around lengthening waiting lists, Irfan did say it appeared that older patients, who could afford it, were going private.

We also noted that certain rules had changed regarding the collection of the waiting list statistics - possibly in order to shorten the length of waiting lists?

Regarding the performance of our own surgery, we agreed it was excellent  - "we were lucky to have it " summed up our feelings.  Irfan said that issues did arise from time to time, but generally "the team ",

doctors, medical and reception staff, worked hard to maintain the high standards we enjoy.

One recent PPG member, 3 months in, thought the surgery was excellent.  At the other end of the timescale, another member described 23 years of great service.

Sue said, we as a PPG, also had a part to play in maintaining standards.  Over the past months, Sue has been proposing some promotional PPG advertising activity within the surgery waiting room.

In response, Irfan said a wall had suddenly become available!  A potential local art competition was immediately proposed to generate an appropriate mural/design.  As our chair is keen to have a clock in the area, any design incorporating

a timepiece might find favour in some quarters.

The final subject discussed was the apppointment system.  A number of members felt that some elderly or less "persuasive" patients, trying to make telephone appointments, may not understand the various options available.

The next meeting is planned for Friday 9th June at 2pm.

Sue