

Date:	7.8.2018
Time	
Venue The Elgin Clinic	
<b>Attendees</b>	
<i>Dr. Philip Mackney</i>	
<i>Dr. Jonathan Deere</i>	
<i>Afodia Maisanda</i>	
<i>Debbie McCarthy</i>	
<i>Anita Mcleod</i>	
Odetta	Patient Watch
PPG Members	

	<b>Minutes</b>	<b>Action</b>
1	Welcomes to the group by Odetta from Patients Watch	
2	Odetta started discussions on access Dr Deere advised the practice is conducting a piece of work around this area – the practice will be conducting an appointment audit	
3	Dr Mackney announced that Dr Deere is becoming a partner of the practice	
4	CQC – was briefly touched upon – CQC report and findings very good – practice is green in all 5 areas The PPG wanted to express how happy they were with the practice and the service they receive	
5	Thursday Closure The PPG was asked what their opinion was on the fact the practice closes at 1pm on a Thursday. Each member was asked (10	ACTION put a poster at the front door sign posting patients who they can contact when the practice is closed

	Members present) all felt it was not a problem and it did not concern them – they felt that they had options and have been sign posted to services that can access outside this time – Answer phone provides alternative numbers – website has alternative options	
6	<p>Sign posting – we took this opportunity to inform the group of what alternatives are available within the area</p> <p>The extended Hub at St Charles-appointments can be booked next day by reception at St Charles Hub</p> <p>111 – can give advice and can book patients in to allocated slots from September 2018</p> <p>LCW Out of hours - patient can call and be advised or get home visit – this is available on our practice leaflet and website</p> <p>Online ordering – all new registrations are offered this – all existing patients will receive a text offering them this service</p> <p>GPS will also advertise alternatives when they are seeing patients</p> <p>Reception currently actively sign post</p> <p>PPG members felt the only potential issue could be for young children – the practice will see patients young or old whatever the time of day – they can be seen on day morning or afternoon – this however does not happen very often but when it does patients are seen and never turned away</p> <p>PPG members felt that the local authority/ NHSE should also take responsibility in advertising what is available in the area and not rely on the Practice</p>	
7	PPG members what do we do with patients who need to be seen outside the hours of Duty Doctor	Assured group that any patients presenting with illness will be seen – no patient is ever turned away
8	Screening – PPG member wanted to discuss the screening programs and how sometimes they can be very unhelpful – Dr Deere addressed this issue – practices have no control over this as the screening programs come from Public Health and Government – however Dr Deere explained to patients	

	that if they have any fears to come and see a GP so that they can discuss the issues in greater details and explain the processes	
9	<p>Sepsis</p> <p>A PPG member would like to see some more work around sepsis – more leaflets more awareness</p> <p>Dr Deere explained the issues around sepsis. All staff have done ELearning training around sepsis – we have also had a team meeting discussing red flags and systems if patients present in surgery</p>	<p>Action – Debbie to ask Numed (TV Screens) to see if they can put any information on the screens-</p> <p>Action – PPG member says they are very good websites – PPG member will send links to practice for us to look at and attach to our website etc.</p> <p>Leaflets – so see if there are any leaflets available</p>
8	Mental Health – members would like to discuss this issue further	
9	My care my way – once this new services is launched – invite team to PPG meeting	

**Next meeting**  
**13<sup>th</sup> November 1.30-2.20**