

PATIENT PARTICIPATION GROUP MEETING

Monday 14th May 2018
7pm at Weobley Surgery

MINUTES

ACTION

In attendance

Alison Bolton, Maria Haines, Alan Jones, Andrew Kerfoot, Bill Montague, Oliver Penney, Michele Petrie

1. Apologies

Helen Cotterell, Brenda Havard, Jean Rees, Kristine Stevenson

2. Minutes of the Last Meeting

Agreed as a true record.

3. Practice Update

- **Staffing** – Laura Campbell has returned from maternity leave. Expecting two GP Registrars later in the year. Successful recruitment in Dispensary has seen another two Dispensary Assistants be appointed – one at Weobley and one at Staunton although we do have a vacant 24 hour post available in Weobley for which we will be advertising shortly. MH felt that the complaints regarding the Dispensary delays while undertaking automatic repeats had now died down as patients got used to the system and things seemed to be running much smoother at Weobley.
- **Access to Staunton on Wye** – The Weobley & Staunton on Wye Surgeries Equipment Fund have agreed to fund the mechanism for the door at Staunton and this should be in place shortly.
- **Umbrella Stand** – OP had received a request that this would be beneficial to patients and therefore would purchase one for each site.

4. Any Other Business

- **GDPR** – MP reminded all of the GDPR requirements from May 2018 and explained how we will manage patients' healthcare moving forward. The implementation had proved to be a huge amount of work for the practice to undertake. The Practice Privacy Notice was available in both the waiting room, on noticeboards and on the website. Leaflets for both adults and children were made available.
- **Neighbourhood Development Plan** – The Practice has been made aware of additional housing in Weobley but has not had the opportunity to feed into the plans. There is some flexibility in how we manage extra patients at the

Practice moving forward and there are some options open to the Partners. AB indicated that the hospital is able to review the planning applications and bid for Section 106 monies to provide some financial help. AB offered to find out how this is done and whether we as a Practice could also access these monies.

- ***DNAs*** – MP reported that following the initial drop in DNAs when text messaging was introduced, the number had remained stable over the past few months. MH suggested that it may be more appropriate to put the average cost of an appointment on the posters so that it made people think that by not attending, they personally had cost the practice/NHS monies. MP to update posters at the end of the month to reflect this.
- ***Leaving Party for OP and RP*** – Date to be circulated at Weobley Village Hall. All welcome. Message books will soon be available at both Weobley & Staunton Surgeries for patients to write in their comments and best wishes.
- ***Items for Agenda*** – MP asked for more items to be made available for discussion and for some constructive criticism so that the practice could work on making the experience better for our patients.

5. Date of Next Meeting

Monday 17th September 2018 at 7 pm, Staunton on Wye Surgery.