

Minutes of College Road Surgery PPG Meeting held 1st May 2019.

Attendees: J. Hughes: J. Allan: P. Allan: P. Jones:S. Hadley: O. Bishop: B. Chare: R. Sellarajah: S. Davies: Dr A. Zilvetti.

Apologies::G. Cox: M. Rees: T. Watts: D. Eccleston :

- The meeting was opened at 6.40 pm and J. Hughes Introduced our new members Joe and Pat Allan and welcomed all.
- The minutes of the last meeting held on 7th February 2019 were accepted as a true and accurate record of what there and then took place. Proposed O.Bishop, seconded J. Hughes.
- The Practice Manager R. Sellarajah thanked J. Hughes for attending the Care Quality Commission inspection. J. Hughes presented the PPG contribution after Dr S. Sarin's excellent presentation on the Practice workings. The CQC rated the Practice overall as "Good." The only area requiring improvement was "Communications". A telephone survey had identified telephone access as a difficulty. The newly installed telephone system has now shown an improvement from 30% to 68% patient satisfaction. The staff are to be thanked for their endeavours. There are 11,250 registered patients at the Practice.
- The A. C. E. came to an end in January 2019 and has been replaced by a new initiative to improve Primary Care (Surgery) and reduce Secondary Care (hospital).
- The additional signage advertising the the "log in "pad on the wall has resulted in more patients using this facility and less queuing at the reception desk. Two additional receptions have been employed.
- There has been an increase in patients completing the Friends & Family Patient Satisfaction Survey forms. 18 received, all positive.
- Increased patient numbers has resulted in on-line appointments being less easy to access.The practice is working towards attaining an "Outstanding" rating in the OHP inspection due in May 2019. It is not possible to close the Practice register under the contract with the NHS.
- PPG "Message of the Month"for the summer is to be Sun Protection,Hay Fever and Dehydrationprotection.

- Work Force Planning. Due to the shortage of G P's available, the practice is investigating the practicality of utilising a suitably trained pharmacist in a diagnostic/prescribing role.
- The meeting was closed at 7.30pm. The next meeting will be held at 6.30 pm Wednesday 7th August 2019 at this venue.