

**Dr Phillips & Partners
Patient Participation Group Meeting
Shelton Primary Care Centre
Thursday 20th November 2014**

Present	
<p>Alan Buckley, Practice Manager Mr Basharat Mir Mr John Moseley Mrs R Nagi Mr Andy Parkin</p>	
<p>Apologies for Absence Mrs Sadie Unsworth Mrs Paulette Wootten</p>	
Minutes	ACTIONS
<u>Minutes of the previous meeting</u>	
<p>The minutes of the previous meeting were discussed and reviewed. There were no outstanding points.</p> <p><u>New GP</u></p> <p>The PM gave an update on the appointment of a new GP to replace Dr Phillips. He explained that it was unlikely that a new GP would be in place before the end of the Summer. A female GP has been identified and we are currently in discussion with her regarding joining the practice in August 2015, but no formal agreement has yet been made. He agreed to update the PPG at the next meeting.</p> <p><u>Friends & Family</u></p> <p>The PM gave copies to all members of the results of the friends and family tests that had been completed in January 2015. The results were extremely positive and it was very encouraging that so many patients had taken the time to include a comment on the slip. The numbers of completed F&F slips for February has reduced somewhat, therefore our method of ensuring that all patients have the opportunity to complete a slip is being addressed.</p> <p><u>Patient Feedback Review</u></p> <p>The PM shared recent patient feedback with the members and discussions followed regarding encouraging increased feedback from patients.</p>	<p>Alan, John and Basharat</p>

Practice Improvements

Following on from previous discussion regarding areas that should be targeted for improvement at the practice, a review of progress was discussed as follows:

- Patient Communication and System1 migration information – patient communication/information – More notice Board Flyers
 - This has now been completed, system1 migration information was made widely available and a new notice board for general notices has been erected in the patient waiting room.
- A carer event
 - A carer event was held in the practice on Monday the 2nd and Friday the 6th March 2015, which was well received by all the patients who passed through the practice on those days.
- Traffic and parking problems (one way system)
 - This issue is ongoing and the PPG have requested if a petition could be carried out at the main entrance to the building. The PM will discuss with other practices in the building regarding cross practice support and the involvement of their PPGs in the petition. A case could then be put together to present a second and stronger case to the council.

Alan

AOB

The PM gave an update on the migration to Systmone and announced that 'go-live' will be on the 23rd/24th March 2015. Data migration had been successful (second time around) and all checks had now been completed. He would provide a report at the next meeting regarding go-live.

Next Meeting

It is proposed to hold the next meeting in late June 2015. Members will be notified of proposed dates by email.