

PATIENT PARTICIPATION GROUP MINUTES

13th May 2019 at 16:00

Attendees: TB, JO'L RC, GC, DM, JD, CK, DC, RDV,

Chair: DM (Part) JO'L (Part)

Note taker JD

- 1. Minutes of the meeting held in April were approved.**
- 2. Practice update.**

Notice Board.

The Notice Board has now been ordered by the Practice. The location will now be on the wall facing the lift. Once this is in place the minutes and other items from the PPG will be displayed here. PPG members will be listed. A sign post will be put on the wall facing the Patient Waiting Area pointing to the location of the board.

Meeting

TB informed the PPG that a meeting has been arranged with the following: - Practice Doctors, CCG (Telford & Wrekin Clinical Commissioning Group) & some of the Councillors from Telford & Wrekin Council. This is to discuss various performance indicators (e.g. Telephone Call Access, Difficulty in making an appointment).

Recent Television Programmes (National & Local News Report)

Wellington Medical Practice appeared in recent television reports with regard to the national difficulty in the public gaining timely GP appointments from their local Practice. This is due to the shortage of GPs and increased public demand.

One of the remedies put forward is the use of Allied Health Professionals (AHP) in GP Practices. An AHP is such as a Nurse Practitioner or a Consultant Physiotherapist Nurse Practitioner. Wellington Medical Practice has utilised AHP's for some time. It has been successful. It would seem that the model will be adopted by NHS England for use by other GP Practices.

- 3. To agree dates of communication exercise with patients**

It was agreed that will PPG will conduct another communication exercise for patient feedback on the 3rd June between 08.30 and 09.30. This will involve PPG members chatting to patients in the waiting area canvassing their views about the Practice and any problems with regard to access etc.

4. Update on agreement to join NAPP (National Association for Patient Participation)

The application has now been submitted.

5. Wellington Fayre – 8th June.

A discussion was held as to whether we could support a Stand at the Fayre. The Practice would have to agree. Due to members commitments it may be difficult to support this year.

6. Patient Quality Survey.

TB informed the group that she has initiated a quality survey. This involves calling patients who have attended the Practice during the day or in the past few days. It is a random sample. The results on the whole have been excellent.

7. Any other Business.

One of the Practice Nurses attended the meeting to thank the PPG for giving support to the various “Clinic Open Days”. This support is ongoing.

TB mentioned about the new NHS App that will be going “live” shortly. This is a national Project and will be available to users of Wellington Medical Practice Discussion was made to how this could be publicised to our patients especially to those people who don’t visit the Practice often.

Discussion was made with regard to publicising the various services and appointment options available to Patients.

