**28 Beaumont Street**

**Patient Participation group minutes**

**Tuesday 10th July**

**Present:**  Sue, Sandy, Lynette, Maurice, Sandy, Julie, Jayne and Matt

**Apologies:** Julia, Rosamund, Jane, Julia, Clare

**Welcome and Introductions** Dr Easdale welcomed everyone and we all introduced ourselves.

**Practice News** We spoke about staffing within the practice and the importance of finding the right people for the practice. Helen our Practice Nurse is retiring very soon, we have appointed one person who will be starting in September. The aim is to have a Nurse available every day of the week and we have increased our Nursing time by 26 hours with the introduction of Shahnaz our Health Care Assistant and the vacancy for a second Practice Nurse.

Our list size has grown by over 1,000 in the past three years we are interviewing for another partner to join us. The practice has always managed to maintain good access for patients and wish to continue this.

We have installed anti slip flooring to the basement stairs.

 We have a Mulberry tree next door which is protected but is huge and hangs over our wall we have had to seek permission to cut it back which we have done but there is the possibility that it may need to be felled as it is damaging the wall around our car park which are the remains of Beaumont Castle.

The back entrance to the surgery is not being used as it should be for disabled patients as the road leading to it is it is completely full of pot holes. The council have been informed.

During the past year the Attic rooms have been all cleaned and decorated, they are now rented out to therapists – Sandy wished to mention how she had received excellent help from one therapist.

Problems which we have had with the new patient access were highlighted to the group who also had issues, Maurice may write up his issues for us to pass on to the platform hosting for Emis.

There was a general conversation around prescribing, efficiency and wastage of medication. We spoke about ways of patients receiving their prescriptions, Over the counter medications and homeopathic remedies.

**5 Year Business Plan** Our mission statement is Quality with Kindness the group was asked if the still felt that this was appropriate for the practice to use and the consensus was yes, it was simple not complicated.

**Permission to correspond via e-mail** Following on from GDPR members of the group who attended were asked if they would mind confirming that they were happy for us to correspond via e-mail for any matters re PPG everyone agreed.

I will post letters to all who could not attend but would be grateful if they could confirm that they would be happy to receive e-mails. I am very happy to send letters if preferred. Jayne.manuell@nhs.net

**Frequency of meetings** We would like to try to hold these meetings quarterly, we aim to include college students. We will plan for the next meeting in September and it will probably be at 6.00pm. Jayne will send out a date and agenda nearer the time.

**AOB** Lynette wished to clarify GP/Hospital relationships. Dr Easdale spoke about every case being different.

Timings of discharge summaries have improved, they are now sent electronically but different departments plan discharges differently. We now have Datix if we wish to complain about something which has happened to a patient whilst in hospital or their discharge summary/communication from the hospital is untimely.

Private care and complementary treatments were discussed; some patients find some of these treatments better than what the NHS can provide. Dr Easdale explained that it is difficult for a GP to recommend these but it is absolutely fine if the group wished to pursue these ideas and produce a presentation for the group.

Meeting ended 7.15pm