

**Patient Participation Group Meeting held on Wednesday 17 May 2017
11:30 hours pm - Orchard Medical Practice Meeting Room**

Present:	Keith	-	Chairman
	Laurence	-	Vice Chairman
	Valerie	-	Patient
	Jean	-	Patient
	John	-	Patient
	John	-	Patient (Minute Secretary)
	Elizabeth	-	Patient
	Phillip	-	Patient
	Rebecca Tate	-	Practice Manager, Orchard Medical Practice
	Anne	-	Patient
	Ian	-	Patient
Apologies:	Adele	-	Patient
	Sue	-	Patient
	Gloria	-	Patient
	Christine	-	Patient
	Sue	-	Patient

1. Welcome and Introductions –

1.1. The Chairman welcomed everyone to the meeting.

2. Minutes of the last meeting

2.1. The minutes of the last meeting were agreed, apart from a change to the date.

2.2. Matters Arising Not Covered Elsewhere:

2.2.1. Telephone Call Queue – Rebecca informed the meeting that the queue had been set at 20 calls automatically at installation of the system. Subsequently it was increased to 30 by mistake from the telecom engineer and then returned to 20 calls, apart from 8:20 – 8:30 when there were overflow calls, call patterns had been evaluated and, for example, at 8:50 each morning the queue was nil regularly.

Patient feedback had been positive.

A question was raised regarding the volume levels for the messages etc. – it appears that the music and recorded messages may be at different levels, with the spoken message being lower. Rebecca agreed to consider this point

Action: Rebecca

3. Orchard Round Up Rebecca updated the group on the following areas:

3.1. Cyber Attack – The Practice had been very proactive on Friday last and with the support of NHIS (National Health Informatics Service), the impact on the Practice had been contained. Even so, some disruption had been unavoidable

In the absence of access to the appointments system and patient records, the Practice had established a GP telephone triage service, which had resulted in fewer patients needing to come to the Practice and 2 GPs being available to work in the GP Out of Hours Service at Kings Mill Hospital. The Partners are to consider whether the telephone triage will become a regular service operated by the Practice.

By Tuesday (yesterday) it was Business as Usual.

The Group on behalf of Orchard's patients expressed their thanks to the staff

Action: Rebecca to feedback at next meeting

3.2. Extended Hours – the Practice's proposal for 8am to 8pm working (in addition to Saturday mornings) with effect from June 2017 had been submitted to the CCG (Clinical Commissioning Group) – their response is awaited.

The expectation is that the CCG will approve the proposal and so plans are being made for implementation. The question of how patients will be advised was discussed: communication was anticipated via multi channels and the expectation was that the word would spread without delay.

3.3. Staff News -

3.3.1. Clerical/secretarial resource – recruitment is in hand with further interviews scheduled for next week.

Ahead of the above recruitment, there had been some re-alignment of duties within the Practice.

3.3.2. Salaried GP – there had been no suitable recruitment for a salaried GP, Partners were going to discuss further options

3.3.3. In-Practice Pharmacist – the practice felt a practice pharmacist would be of great assistance to the doctors and would help with their workload. Further information to be given once any more information was available.

4. PPG Fayre

4.1. Suggested date: August 2017. Date to be finalised at our June 2017 meeting.

Action: Keith to add to June agenda.

4.2. Tombola Prizes: required – hand in at Reception.

Action: PPG members

5. Development Plan

5.1. Keith presented the updated/final version of the plan which was agreed unanimously by the Group.

5.2. Recruitment of PPG members (Development Area 1) –

The Group considered what action we could take to get more patients involved with the PPG - suggestions included:

- Face to face with patients, including at seasonal flu vaccination sessions
- Face to face by GPs
- Sell the benefits of Virtual PPG
- Pull up banner for use in the Practice and say at Flu Vacc sessions
- Awareness/publicity PowerPoint in waiting room

The Group discussed the pull banner further, ahead of a detailed discussion at our June 2017 meeting.

Action: PPG members to suggest suitable wording/image for the banner.

Action: Keith to add to June agenda

6. Any Other Business

None

The meeting closed at 12:25.

Date of next Meeting: Monday 19th June 2017 @ 6:30pm.