

PATIENT PARTICIPATION FORUM MEETING

MONDAY 4th September 2017 from 7 pm Meeting Room Central Surgery Barton

Present: Ursula Vickerton (chair)

George Ducker
Robert Lyden
Deepak Gone
Danielle Wharton

Apologies: Anita Blakeston, Helen Harris, Stephen Bennett, Sue Wright

- 1 Minutes of the meeting held on Monday 5th June 2017
 - It was agreed to postpone advertising for a student in the patient forum until flu season and MCWY advertisement have ceased.
- 2 Matters arising
 - It was agreed that those enquiring about joining the forum may be invited to attend a meeting as an observer to begin with and then it will be agreed moving forward if they would still like to join.
- 3 Update on Central Surgery from 3rd April onwards, any changes to services and staff
 - Student nurse on placement for six weeks, has been a positive experience all round
 - GP registrar on placement for six months, due to end beginning of February
 - 24hr Ambulatory Blood Pressure Monitoring and 24 hr ECGs have been de-commissioned and therefore currently no longer available at the practice.
 - George enquired about the appointment system and carers. The appointment system was explained; there are only a set amount of appointments in each session that are available to be pre-booked for medication reviews, online booking or for the GP to book, this ensures that a minimum threshold of appointments is still met every day. If it is noted on a record that a person is a carer, they are able to pre-book. George asked about having to wait for appointments as a carer and if they could be prioritised, this is a difficult situation so Danielle advised that when carers book in, they ask for the appointment at the beginning of a session to eliminate the risk of having to wait.
- 4 Summary Compliments/Complaints/ Friends and Family/ Survey/CQC?
 - Outline of Friends and Family discussed.
 - Positive comments regarding the nursing team

5 Any Other Business

- The Salvation Army has opened a new place of worship on Tofts Road which includes a food bank etc. There is a new community Pastor at Goxhill church, who will be helping those in need.
- North Lincolnshire CCG are currently undertaking a questionnaire about 'making time in practice' trying to understand patient demand out of usual working hours. Due to be collated mid-September, appears the aim is to have one location whereby additional extended hours are offered with the potential to have three locations by 2019.

6 Arrangements for our next meeting

6th November 2017