

PPG Meeting Minutes

Wednesday 7th February 2018 18:45

In attendance: Louise Masterson, Laura Dransfield-Forsythe, HM, NY, TW, HB, MH, HF & MK

Apologies: JH & AH

Introductions

LM led the introductions from all present as new members joined since our last meeting (TW & MK). Welcome both.

Practice update

Settling since the merge which went well but was a difficult transition. Aim was to create as much stability for CRS patients as was possible. We appreciate the differences between the sites which include GPs and size but we want to provide the same service. Dr First system is the system in place across all three sites now. Received some complaints regarding this from both CRS and PMC patients. We are open to learning and are happy to listen to all patients. All ideas welcome on improvements. Recruited new staff due to increase in patient numbers. Four additional GPs for new ratio.

- Dr Pusbar Grocock - covered Dr Ellen Stockley's maternity cover. Been with us a year. Aids training junior GPs. Female.
- Dr Rachael Keys – Based a lot at CRS. Positive feedback from patients about her. Female.
- Dr Bhavin Bakrania – From Essex. Has a special interest in Minor Surgery and Joint Injections. Male.
- Dr Thomas Courtenay-Evans – From Rugby. Also works in Out of Hours. Joined us in January. Male.

New practice update

Planning approval 99% agreed verbally. Christopher Taylor who owns the building has been very helpful, flexible and on board. Lead time of two years to build once planning approved. Very lucky for us to have the opportunity of use of this site. No profit to be gained. Current PMC site lease up in June 2018 which leaves us unsure of future plans. CCG in talks with PMC and the Landlords about this. We shall be keeping the BA site.

Feedback from PPPG

HF has forwarded all information from recent PPPG to all members and will continue to do so. Some highlights include; the current waste of unused prescriptions and the cost, the importance of Medication Reviews, success of Queensway and Oken projects and the use of our A&E department.

Louise to invite SN to speak at an upcoming PPG meeting.

Document re: GP Federation – better service to patients. Given by HF for Partners to discuss at their next Business Meeting.

'Have your say' a local health care information meeting open to all on 14th March.
Poster added to waiting room.

AOB

Travel survey:

Explained we are running a Travel Survey for both patient and staff to accumulate data on travel patterns. This is to help towards car parking plans and traffic created. TW suggested adding 'time taken' as this is usually a factor that is thought of higher than distance. This has been feedback.

Sites:

Request for a poster that explains that patients can be seen at any of the three sites (Priory Medical Centre, Brese Avenue & 3 Cape Road). Laura has actioned this.

Website:

Request for more information about Cape Road site on the website. Laura added tab to include opening hours the same as Brese Avenue site. Other information seems sufficient such as contact details and news posts re: merge.

Receptionists:

Feedback from CRS patients is that the receptionists are sharp and hostile as a first point of call. This has been taken on board and addressed.

PPG new members:

Request for a 'Join our PPG Group' poster across the three sites. Laura has actioned this.

Next PPG Meeting Wednesday 11th April 18:30.