

## **PPG Minutes 11<sup>th</sup> January 2017**

The Maltings Surgery PPG

Alan welcomed all to the meeting and explained briefly how the PPG operated – All patients are a member of the PPG and then there is a steering committee whom he communicates through and some of them attend the meeting every other month.

Liz Richards and Dr Panja were introduced to new members.

### **Surgery update**

Dr Sarah Dowling wished to thank everyone for the support and money raised for her charity bike ride in Vietnam and Cambodia. She raised over £4000 for women's cancer charities.

The surgery has had an anonymous donation of £200. We would very much like to thank the donor. Please come forward. The money will be added to the PPG funds which is then used to purchase necessary equipment for the surgery.

The surgery is having new carpets over the next few weekends so coupled with that there will be new no eating/drinking signs in the waiting rooms.

We are also trying to become a greener surgery by recycling more.

We are still trying to push patient access as much as possible. We currently have 10512 patients registered for it with 6112 patients actively using it.

The flu campaign has gone well, we don't have many flu injections left. Some discussion about Pharmacists giving the flu vaccine. Some members did not realise that this was loss of revenue to the surgery.

A &E really struggling at the moment so please try and use alternative services.

We have some vacancies for receptionists- details on our website.

Just to inform PPG that we are a training practice which is good for the practice- keeps us on our toes. We have 3 trainers and 2 associate trainers with 2 more training. Currently we have 2 registrars and one foundation doctor with us.

### **Priorities for 2017**

- \* Social Prescribing
- \* Treatment in the Community (sustainability plan in line with Your Care Your Future)
- \* Patient Records and Patient Access
- \* KPIs and follow up action.

AB will update the TV screens.

Some discussion on sustainability plan - what it means.

Social prescribing

There will be a training day on 25/01/17 for those interested in doing this role. LR to chase up timings and venue. This is mainly a sign posting role to further services.

Those that cannot make the training day can shadow someone who did make the training day.

One member happy to help with DBS checks.

## **HVCCG Yammer Group**

This is a controlled facebook to enable networking rather than e mail. It is used currently by the St Albans and Harpenden patient group and the PPG would like to roll it out for the Maltings PPG. It involves an individual's e mail address being added to the group. AB will send out more details.

## **Patient records**

The upload has started of patient records to the NHS and to date it is unclear if opt outs are being honoured. The PPG made representation in September against the upload, nothing has been heard since. There is nothing more that can be done at this point, we need to wait until the position is published.

## **AOB**

Since Oct 2016 AB has been part of a group that looks at key performance indicators for surgeries. This will give us an idea on how the Maltings is doing. So far we look quite good. It was raised that we should really do another patient survey. NHS Choices was discussed and how this can paint a very negative view so PPG urged to comment positively on any of their experiences if they would like to.

NHS Choices to be in the next news letter

Dr Panja described scenarios which were impacting on surgery time- one is patients calling the GP practice to chase an appointment with secondary care. Once the referral has been done it would be helpful for patient's to try and chase these appointments themselves rather than asking the GP to do it. This would help our secretaries enormously.