**DOCTORS LANE SURGERY – PATIENT PARTICIPATION GROUP**

**Minutes of the Meeting held on 8th February 2017**

**In Attendance: Apologies:**

Rosemary Davies Jenny Mooney

Judith Simpson John Worrall

Emma Reah (Practice Manager) Dr Mike Keavney (GP Partner)

Dr Mark Hodgson Laura Earle Brian Thomas

**Apologies:**

Dr Mike Keavney (GP Partner)

1. **Apologies for Absence**

As above.

1. **Minutes of the previous meeting**

The minutes of the meeting held were agreed as a true and accurate record and will be available to view in the surgery and on the practice website [www.doctorslanesurgery.nhs.uk](http://www.doctorslanesurgery.nhs.uk)

1. **Friends and Family Test**

The friends and family test, which is collated via the iPad in reception and paper forms, had received the following responses:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Month | Extremely Likely | Likely | Don’t Know | Unlikely | Neither Likely or unlikely | Extremely unlikely |
| May | 7 | 2 | 0 | 0 | 0 | 0 |
| June | 9 | 0 | 0 | 0 | 0 | 0 |
| July | 5 | 2 | 0 | 1 | 0 | 0 |
| August | 5 | 2 | 0 | 1 | 0 | 0 |
| September | 20 | 3 | 2 | 0 | 0 | 0 |
| October | 8 | 1 | 1 | 0 | 0 | 0 |
| Nov/Dec | 9 | 0 | 0 | 0 | 0 | 0 |

1. **Nursing Workforce Project Update**

Dr Hodgson Presented the preliminary results of the Nursing Workforce project (Frailty project). Results are fairly inconclusive at this stage, as a lot of the data is still to be collected and analysed. Word of mouth feedback from patients is however excellent, with a general feeling that the additional appointment with the nurse gave opportunities to discuss things that they wouldn’t ‘both the doctor’ with, and also to be made aware of, and referred to other support services.

1. **Clinical Commissioning Group update (CCG)**

Current work being undertaken by the CCG includes:

Care Navigation: in order to help practices to signpost patients to the most appropriate service (i.e. it isn’t always the doctor or a nurse that they need to see). Training will be commissioned on behalf of local practices.

The Better Access (extended hours) project: this project is still ongoing, however there have been several hurdles that have delayed implementation. An extension to the funding has been agreed in order to allow sufficient time to complete the necessary preparation work.

Clinical pathway development: work is continues to develop the diabetes pathway. Work is also beginning to review the local offer and services for patients who need support with their mental health. There will be more on this at the next meeting.

1. **Barton Post office**

 Laura sent her apologies. **Emma will catch up with her outside of this meeting.**

1. **Health Engagement networks**

A letter was received from HRW CCG with the offer of representation at a future meeting to discuss CCG areas of work and priorities, and also Health Engagement Networks. If was felt, given Dr Hodgson’s position with the CCG, that we did not need a CCG update, but that a representative to give information about Health Engagement Networks would be welcome. **Emma to try to arrange for a rep at our next meeting.**

1. **Any other business**

It was suggested that the doctor’s rotas could be put onto the website to help patients who wish to see a specific Doctor.

**The next PPG meeting is to be arranged.**