**PPG Meeting 7th June 2017**

**Attendees**

Dr Carl Parker, Ann Heppenstall (Business Manager), Mr To, Mrs Ri, Mrs Sm, Mr & Mrs Jo, Mr Do

**Apologies**

Mrs Ha, Mr Sh, Mrs Rh, Mrs Ca

Notices: Mr Ch sent a letter to Ann explaining he will no longer be attending the PPG meetings

**Item 3**

* Review of appointment system is still ongoing – no changes at present
* Dr Carl Parker informed the group of an idea that Dr Trivedi has suggested which included an AM open surgery and a booked appointments on a PM – the group agreed this would be worth a try but did all agree that that is how it used to be.
* In the last meeting Mr Tozer suggested a shelter for patients queuing on a morning – Ann explained that we would have to do the same to all of the other sites and this would incur a cost
* Dr Carl Parker explained that their had been a lack of appointments due to staff sickness and Nurse Practitioners leaving McKenzie Group Practice
* Dr Trivedi will be staying on at McKenzie House and will be joining the Partnership from August 2017.
* Currently in the process of recruiting Nurse Practitioners

**Item 4**

2 complaints

1 complaint was ongoing but patient had left the surgery

No comment forms completed

**Item 5 (updates)**

Building updates

Victoria Medical Centre is due to undergo refurbishment

New Contract

Dr Parker explained that McKenzie Group Practice was expanding after being awarded contract for Wynyard Road Medical Centre and Hartfields Medical Centre.

He explained that the patients would be separate from the existing cohort of McKenzie Group Practice patients and patients registered with these sites could only be seen at Wynyard Road or Hartfields.

GPs, Nurses, HCAs and some admin staff will rotate across all sites

Mrs Sm asked if the practice was taking on anymore GPs – Dr Parker explained that long term locums were being recruited as currently there are no available GPs in the area and no student doctors. However, Dr Trivedi will be joining the partnership in August.

Mr To asked if the meetings could be held at McKenzie House instead of Throston Medical Centre – Ann agreed that this was feasible if everyone agreed.

Mrs Sm asked Dr Parker if there were plans to take over anymore practices – Dr Parker explained to the group about the NHS plan to have more Hubs, pharmacists, Nurse Practitioners, etc. and explained that the practice may get bigger over time

Mrs Sm asked about more GPs - Dr Parker explained the practice will try to provide

Mrs Sm asked what would happen if GP had a long term illness? Would there be continuity of care? Dr Parker explained that everything is documented in patient records so information is there to relay back on.

Mrs Sm asked if the practice is getting any further funding - Dr Parker replied No.

Mr To asked when the next CQC visit would be – Dr Parker explained usually 3 years so the practice will be due further visit in near future.

**Item 6 (Commissioning)**

No feedback

**Item 7 (Open Group)**

Mrs Ri explained she had been on hold trying to speak to prescription line for 45 minutes and asked why the prescription line was closed over a lunch time -Ann explained that the line is very busy but that there are now two phones in the office which are being answered by members of the team so there should be an improvement. Ann also explained the opening times of the prescription line and asked the group for any further suggestions to help improve the service.

Mrs Ri explained that she used to get six monthly medication but now only gets three monthly medication and asked why this was – Dr Parker explained that the practice can only prescribe up to three months medication at one time.

Requested if possible for agenda to be sent out one week prior to meeting – Ann explained she would try to put this in place going forward, but due to current work load would not be feasible for next meeting.

**Next PPG Meeting – 6th September 2017**