

MINUTES OF THE MEETING OF MAYBUSH PPG
HELD AT THE PRACTICE ON WEDNESDAY 27th SEPTEMBER 2017

PRESENT

Louise Gregory – Practice Manager
Dr Ansar Hayat – Clinical Director
Dáša Farmer – Engagement Team, CCG
Sarah Deakin – Engagement Team, CCG

Patient representatives – June Collinson, Sandra Foxton, Richard Foxton, Chris Monks, Stuart Monks, Janet Nother, Janet Turner, Ray Watson.

Louise welcomed everyone to the meeting, especially the new members.

1. NEW STAFF

Louise introduced Dr Hayat to the group. There were plans to recruit another full time GP to the practice.

She announced that Jenny McCullough had joined Maybush as a practice nurse and that Nicola Cooke had joined as a healthcare assistant.

2. MAYBUSH SERVICES

Wi-Fi is being installed in the practice. The screen announcing each patient appointment is not beeping but will be repaired.

3. 'GP CARE WAKEFIELD'

Dr Hayat and Louise described the new 'GP Care Wakefield' service, which is being phased in across the area, but which went live at Maybush a few weeks ago.

- This is an extended hour's service enabling patients to get advice outside of practice hours from 6pm to 10pm Monday to Friday, and 9am to 3pm Saturday, Sunday and Bank Holidays.
- Maybush patients ring the usual practice number and, if required, the patient can be referred to a local GP on that day. The GP will have access to the patient's records.
- Outside of these hours, patients must ring 111. Trinity Care is still running 8am to 6.30pm and provides back-up if the practice is overloaded.
- This is a national initiative, funded for the next 18 months.
- Leaflets about 'GP Care Wakefield' are available to patients in the Maybush waiting room.

4. PPG ACTIONS

- PPG TOOLKIT - Dáša referred to a document entitled 'PPG Toolkit' which gave examples of how PPGs operate and their areas of involvement. E.g. newsletters, 'Stop Smoking' talks, displays, how to deal with dementia patients, etc.
- PATIENT SURVEY - Louise stated that a survey of Maybush patients should be carried out in 2017. A copy of the last patient survey will be distributed with the minutes and PPG members are to comment and make suggestions on the format before it is presented to patients. Other languages?

- SPEAKERS – Louise to contact Middlestown to see if someone from their PPG would talk to us.

ANY OTHER BUSINESS

- Sandra enquired about IMH and their function within the practice. Louise replied that this comprised HR, recruitment, finance and payroll.
- Chris asked if GPs had been allotted any specialties. Louise said this is still to be decided.
- Dáša suggested that the group might want to refresh the waiting room notice boards. Louise asked if the PPG wanted its own board. This was considered a good idea. Then there was some discussion as to whether staff photos should appear on the board, which Louise said she would investigate.

NEXT MEETING

This will be held at the practice on **Wednesday 6th December at 5.30pm**. Please note the change of date and time.

The meeting closed at 6.45pm