Notes from PPG meeting dated 20th March 2017

**Present** Pat Oldfield - Chair, Helen Marriott, June Wheatcroft, Graham Oldfield, Walter Satterthwaite, Bhakti Simpson. Dr Southcott

**Apologies** Dorothy Wright, Valerie Meredith, Susan Barrett

1. **Minutes of last meeting –** Agreed as correct
2. **Matters Arising**
3. Walter spoke about the Community Defibrillators which he has been trying to obtain information for, he has managed to find out through the freedom of information where they are located in South Normanton and Pinxton and to try to get as many people aware of what the group is trying to achieve. The WI in South Normanton are still going to purchase one but need to find out the best place for this to be installed. The Defibrillators for use in the surgery have been purchased as agreed. This will be an ongoing project and to keep on the agenda for regular updates.
4. **Patient Network Meeting**

Pat and Graham had been to the meeting where representatives of the British Heart Foundation were there discussing the British House of Care project which surgeries are taking part in to help patients who have long term conditions.

1. **Survey Results**

The results were discussed 191 had been completed and we looked at how we could improve on some of the results, the main issues were patients not being satisfied with the length of time having to wait for appointments and patients had commented about not being happy with receptionists asking the reason for appointments. Also getting through on the phone was seen as a problem this is when the appointments become available first thing in the morning – the phone is answered as quickly as it can be. There is not a large number of patients who said they use the online system for booking appointments so this is something we can promote.

It was discussed the reasons for receptionists asking question and these are that we have various clinicians who deal with different things triage etc so they can be directed to the most appropriate person to deal with the problem. The Clinical Pharmacist is here to do medication reviews to try and ease the pressure on GP appointments.

**Action points from the survey**

1. **To continue to look at appointment availability and see where we can improve – this is a general problem everywhere with the demand on appointments**
2. **To try to ensure the phone is answered in a timely manner wherever possible**
3. **To promote online access so patients can book/cancel appointments and order prescriptions online.**
4. **Any other business**

Helen will contact the Community Fire Officer to ask if she can come to the next meeting.

1. **Date and time of next meeting**

The next meeting will be held on Monday 15th may 6.30pm at South Normanton.