

**Walderslade Patient Participation Group
Minutes of Meeting 12th December 2012**

Present:

Kevin Doyle, Jean Gibb, Jayne Bond, John Gessler, Elizabeth Knight, Dr Lane, Freddy Ponce, Maria Nascimento, Rev Dennison, Cynthia Shaw, Dillon Sykes.

1.	Apologies; Elizabeth Knight, Phillipa Law, Jean Crellin
2.	Matters arising – Staff photos – outstanding
3.	<p>‘OPEN’ – Several members of the group had gone to the Public & Patient Engagement Team (PPE) of Barnsley Clinical Commissioning Group (CCG) event and commented that it had been a very comprehensive meeting. There is now a link on Walderslade surgery’s website where patients can become a member of the OPEN group. The ‘OPEN membership scheme’ aim is:</p> <ul style="list-style-type: none"> • to strengthen mechanisms for using patient experience • committed to ensuring high quality and sustainable health care services are designed • to ensure members of the public have a real voice and that views, comments are included in the overall decision making process.
4.	<p>Presentation from Dillon Sykes, Director of Productive Primary Care Ltd Dr Lane explained to the group how pressures from the current economic climate as well as changes in the NHS are increasing the pressures on primary care. In order for us to continue to deliver a safe and effective service to patients we have to look at changing to the way we work. Dillon attended the meeting to inform the group of how we are proposing to achieve this. From 28th January 2013 all patients who call for an appointment will be able to speak to a GP, if the patient and/or the GP decide that an appointment is required then one will be offered, alternatively other medical health care solutions may be provided over the telephone. A question and answer session followed the presentation and group members commented that they thought this would be an improved service to patients.</p>
5.	Items for newsletter- nothing was discussed at this meeting
6.	<p>Any other business –</p> <ul style="list-style-type: none"> • Group members raised concerns about the difficulties of getting through on the telephone. The Practice Manager informed the group that we are providing more telephone lines for the new system and will be looking at ways to better utilize the staff team to be available to answer calls at the time of highest demand. • On line appointments – JG asked if these would still be available in the new system and the Practice Manager confirmed that this would still be available but would now generate a telephone call from a GP rather than an appointment time. • Prescriptions - the Practice Manager confirmed that patients had responded well to the change in ordering repeat prescription.
	<p>Date & time of next meeting: Wednesday 6th March 2012 Items for the Agenda:</p> <ol style="list-style-type: none"> 1. Review of complaints 2. Review of the action plan 3. Feedback from ‘going live’ with Doctor First