**Newport GP Surgery**

**Patient Participation Meeting**

**Agenda**

**Thursday 1st August 2019**

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| Appointing a Chairman | This was touched on however there were no offers from this meeting |
| Aims of Meeting  Quarterly meetings  Improve patient experience  Improve Communication  Forum for constructive ideas rather than a platform for individual complaints | Date to be arranged  Discussion regarding new doors to enable easy access for wheelchairs, push chairs and frames. Members of the Patient Participation Group are looking to fund 3 doors. An electronic opening front door, and 2 hospital doors. The car park was also mentioned and this is in hand for the near future.  There is now a new system in place where the surgery can contact patients mobiles via a text to inform them that prescriptions, letters etc. are ready for collection  Practice Manager re-affirmed that her door was always open for patients to speak to her regarding any complaint so that she is able to address this with staff. |
| Practice updates  New extended opening hours  Tuesday 7.30 to 8am and 6.30 to 8.30pm  Instant messaging directly from patients screen  Training of new phlebotomist    New smoke alarm system and CO2 monitor and heat detector | Patients were informed that these would be run by our Advance Nurse Practitioner and our Paramedic which was received as a good idea. It was thought that this should be advertised not only on our web site but also Newport News Line and Parrish Magazine  Patients are happy with txt messages it was explained that not only do they receive the message but it also is logged onto their records so that it is easy for staff to look into should the need arise. Staff will be checking mobile numbers with patients  Patients were informed  Patients have been informed of our new system |
| Patient DNA Figures rise in last quarter | 4% in the last month |
| Fund Raising – Books = £520  Donations - £571 | Patient Participating Group informed |
| Any other business | Difficulty getting appointments was discussed and it was confirmed that patients normally are able to get appointments however some people want a certain doctor on a certain time and date this is not always possible. We have the Advanced Nurse Practitioner who is able to see many ailments and there is also telephone triage with a doctor should it be needed.  A question was asked regarding merging with another provider this is definitely not going to be happening.  It was suggested that a piece in the magazine could be done regarding staff and what their role is within the surgery  Finally it was said that patients are happy and also feel lucky to have such an excellent surgery |