

**Wollaton Park Medical Centre
PPG Meeting 13th May 2019**

Present: Yesmean, Ann, Brenda, John, Miriam and Rosie, Helen

In attendance Claire Glover

Apologies Dr Parker, Mary, Malcolm, David, Christine

Note taker: Yesmean

NOTES

Agenda Item	Summary of Discussion and Actions	Responsibility
Welcome	Brenda chaired the meeting.	
Practice update	<p>Claire Glover reported in detail on:</p> <ul style="list-style-type: none"> • Staffing. <ul style="list-style-type: none"> ○ A new partner Dr Gareth Hickling has joined the practice as well as a new registrar Dr Shireen. This should help ease pressure • GPs can now book appointments if they need to see the patient again. • The issue of getting an appointment in a timely manner with a GP of their choice still remains a challenge for many patients. PPG members suggested creating a poster to clearly specify the times to the ring surgery for specific issues i.e. before 10am for emergencies and after 10am for all other appointments and issues. • Wollaton Park Medical centre is now part of the newly formed Primary Care Network which includes the Derby Road practice, Deer Park and Grange Farm practices. Dr O'Connor from Wollaton Park Medical centre has been successfully appointed as the Clinical Director for the PCN. The practice is expected to engage in the PCN and attend regular meetings but cover will be provided with a nurse and registrar with additional clinician support to cover meetings. Yesmean has invited a representative from the CCG engagement team to attend the August PPG meeting to provide further information about the new developments in relation to the Integrated Care System, including PCN's, as well as public health and the prevention agenda. • Pharmacy. Patients had now all received explanatory letters about the new arrangements for repeat prescriptions, and no issues have been flagged up from patients. • Missed appointments were also discussed and this to be picked at a future meeting. 	
PPG Business	<p>The next PPG meeting is the coffee morning in surgery and arrangements were discussed and finalised:</p> <ul style="list-style-type: none"> • Claire to arrange: 	

	<ul style="list-style-type: none"> ○ Refreshments ○ Print PPG leaflet ○ ID badges ○ Pens and paper ● Set up 9.30am for a 10am start ● Finish at 11.15am and then move upstairs for a short meeting ● The purpose of the coffee morning is to: <ul style="list-style-type: none"> ○ Raise awareness of the PPG and invite people to join ○ Listen and capture patients concerns and feedback about their experiences of using the Wollaton Park Medical Centre ○ Help patients use the self-check –in system 	
AOB	None	
Next meeting	Monday 24 th June Coffee morning, set up 9.30am for 10am start, followed by a short PPG meeting	