



Sherwood Medical Partnership

Clipstone | Farnsfield | Rainworth

PPG Meeting 17th March 2016

Attendees: Julie Moyes (General Manager), Helen (Location Manager), Sam (Receptionist/minute taker), Pat (Chair), Ian, Rachel, Josie.

Apologies :

- Julie spoke a little about her role since taking over from Matt. Doing some of the duties he performed but not all of them.
- Spoke about Rainworths PPG meetings where the patients do their own agenda. Discussed if that is what we would like to do here at Crown. Pat said it's good to get feedback from here.
- Data Sharing- Pat spoke about certain teams not being aware that we don't do this automatically such as the ambulance teams.
- Discussed that maybe a joint meeting with all 3 locations would be good. Maybe using Rainworth as the 1st venue. Julie to look into this.
- Members at other surgeries play an active part – as in offering talks to staff about different things and what patients' needs are.
- Previous surveys at Crown have not been received well. If put on chairs for patients to fill out. They have just moved them onto another chair. Have had a better response by being asked in person. This may be because some patients may need a little help in filling these in.
- Newsletter- no further forward with this. We are updating the website more. Something as a hard copy in your hand is more effective maybe? Do we know how many hits we have on the website?. Sam to task Abbie for this information and take to the next meeting.
- At the last count we had 9991 patients registered at Crown.
- Have we asked for feedback from our patients about this building? Would it be good to do this 6 months after we have moved in?
- Helen to check the no smoking signs around the building. Patients are still smoking on site and cigarette ends have been found around the building outside and also in the post box. Lighting around the building going off earlier may hopefully help with this. Discussed doing printouts for practice news and putting on there that it is a no smoking site and also on the website and Twitter.

STAFFING CHANGES

- Matt and Kate have left Sherwood Medical Partnership. Have we let patients know that she has left? As she is still on maternity leave we will send a group text when this period has finished. PPG not received an email to let them know- Helen to check with Maxine if this was done.
- Ben our new apprentice has left and been replaced by Taylor.
- Had a move around as the secretary at Farnsfield has left. Abbie and Enid Clarke to help Harley with this
- Dr Marshall at Farnsfield is leaving.
- Looking at taking on a new ANP.

APPOINTMENTS

- Currently looking at the way we offer appointments to see if we can free some up so we have more availability.
- Shortage of appointments is a problem across all GP sites not just us.
- GP's looking at follow up appointments- can this be done as a telephone call, letter or a task to reception. Problem with this is the number comes up withheld so not always going to answer. Should we text instead? Julie advised we can text if preferred contact number is ticked but not able to put any confidential information in it due to data protection. Could emailing be an option? Not all patients have email.

SPECIALIST SUBJECTS FOR GP's

- Dr Jack specialised in Fibromyalgia, will any of the other GP's specialise in a certain field? Even though not necessarily a GP's area they will still be able to advise a patient.
- Can we get a group together to talk about different conditions? May help patient just having been diagnosed to speak to someone who has been through it. Look into whether this is something we could offer.

FUTURE AGENDAS

- Maxine to pass items to discuss at next meeting to Sam to compile an Agenda

NEXT MEETING

- Next meeting at Crown Medical centre is 26th may 2016
- Joint Meeting with Rainworth at their location 26th October 2016. Julie to organise this.

CLOSE OF MEETING

