

Minutes of the Patients Participation Group meeting held on 14th January 15

Present: Dr Paul Davis, Practice Manager Liz Webb, Vice Chair Joan Manning

Patients: Colin Stodel, Jill Tattle, William Stephens, Carole Soloway, Jane Richards, Anita Gamble, Robert Gamble, Brian Richards, Janice Stephens, Marilyn Gold, P Hucklesby, Shirley Edwards, John Perry, Frances Jaggard, Peter Neighbour, J P name unreadable.

Apologies: Richard Beeden PRG Chair, David Jackson

Dr Davis introduced Joan Manning our Vice Chair to the group and explained that our Chair Richard Beeden was on holiday.

Dr Davis (PD) explained the progress of the outcomes from our action plan 2013-14 discussed at our previous meeting held on 24th February 15

Anticoagulation blood testing at the Practice: There have been unforeseen delays in setting this service up in practice. The practice is still working towards achieving this and aims to have this available before 2016.

Online appointment availability: The Practice has made 90% of routine appointments with doctors available to book online we have published information on our call screens in the waiting area. Nurses offer many different types of clinics all with different time allocation due to this complex nature we are unable to offer these online.

Increased appointment availability: The practice has experienced difficulties in providing this due to Dr Sarbani Ray leaving and Dr Gordon being on maternity leave. In recent months we have appointed Dr Gos Gopalakrishnan and Dr Haroon Rauf, both are salaried doctors at the practice and we are now offering additional appointments.

Actions we would like to put forward for 2015-2016

To improve our contact with younger members of the practice population by using social media.

To reduce DNA's (Did Not Attend) to write to patients after 3 failed appointments

To improve the advertisement of online appointments, automated telephone appointments and DNA's

To hold an Annual general meeting for the PPG on the 25th June 15 date to be confirmed.

Practice news update from PD

We have now received planning permission for the new building which will be shared with Attenborough and an onsite pharmacy (please see information on white board in the main practice waiting area) questions were raised regarding our existing building, what will happen to it once we have left. We have no information regarding this at present.

Dr Brian Bintcliffe is retiring in June 15 and Dr Gopalakrishnan will become a partner.

Dr Gordon will be returning from Maternity leave on the 13th April.

Jackie Grieves Practice Manager has now taken semi-retirement after 32 years at Manor View and is still working with us two days a week. Liz Webb has become Practice Manager after completing her Primary Health Care Amspar Practice management qualification.

Our Health Care assistant Theresa Moore is retiring at the end of March 15, we have appointed two new Health Care Assistants, Catherine Biernacka and Nicola Bradford both have experience of phlebotomy which we hope will reduce the wait times to have blood taken.

We have also recruited two new receptionists and additional administrative staff.

Joan Manning chaired the meeting thanked all for their attendance.

JM welcomed all to the meeting and introduced herself as Vice Chair and Richard Beeden as Chair of Manor View Practices PPG.

JM expressed that we are still looking for new members to join Manor View PPG also explaining that any current members wishing to volunteer for roles within the PPG would be greatly appreciated your voices will be heard. They would also like to hear your views and thoughts on how often we should meet and the times we should hold the meetings. The PPG would like to offer educational talks for our patients and would like your help on which topics to choose, ideas discussed today were Dementia, Pharmacies what they offer, Herts Urgent Care/111 how to access this service and appropriate use of 999, Complaints who to and how. Please contact JM or RB on mvppg1@gmail.com for further information or to put forward your ideas.

Discussions were raised regarding the TV in the main waiting room, there were requests to remove it, but an equal amount of votes to retain it. Therefore the TV will remain until we move to the new building.