

## **PPG meeting Thursday 16<sup>th</sup> June 2016**

Welcome to all members, old and new - and introduction of staff members attending the meeting.

Kirsty explained that due to the nature of these meetings being informal and that a lot of the discussion materialises from what members ask or from an extension of what we discuss it is not really feasible to have a planned agenda to issue prior to these meetings.

Thank you to Maggie, Suzanne and Catherine from Mac gallery who gave us a very interesting and informative presentation on what their role is and services they are able to offer. Further information was left at the surgery for anyone wanting to access their services.

Kirsty explained how the non-attendance of appointments affects the practice. Since our last meeting in February there have been a total of 1629 missed appointments! This equates to just over 600 hours of wasted GP, Nurse and Health care assistant appointment time. As we have currently been dealing with staff changes this has had a serious impact on appointment availability, however as we have just managed to get the text messaging service up and running we are hopeful that this might help resolve this problem.

As we said goodbye to Dr Burnett we are happy to introduce Karen Thackray. Karen is an Advanced Nurse Practitioner, whilst she is not a GP she has undertaken advanced training enabling her to see all patients over the age of 3 Months for urgent care and long standing conditions. She is able to issue prescriptions and make referrals. So far Karen has been very well received, with patients returning to see her. We are hoping that this will enhance appointment availability both accessing through reception and online. We have also welcomed 2 new receptionists which we hope will help us to offer a more efficient service.

We are currently informing all patients who their named GP is. Patients over 75 will have already received this information. You may be given a letter or informed verbally, if you are informed verbally you are welcome to request a letter also as this does give an explanation of what having a named GP means to you. This does not mean you have to see that particular GP, you are, as you

have always been, welcome to see any GP of your choice, however, the preference to see one particular GP can result in a lengthy wait, we are happy to try and offer an advance booking if you are happy to wait, if you feel you cannot wait you may have to see one of the other GP's on this occasion.

Dr Brennan will be semi retiring on the 8<sup>th</sup> September 16. He will be returning to work on the 4<sup>th</sup> October 16, working Tuesday and Thursdays only.

Dr Savage will be taking leave of absence for approximately three months, the dates of which are yet to be confirmed.

The practice is due a visit from CQC in the near future. We may contact members of the PPG group to call into the surgery during their visit for informal chats.

We are happy to announce that our recent Carers information and coffee morning raised a few hundred pounds and our ongoing book sale in aid of Macmillan has currently raised £150.00. We will be looking at holding a further coffee morning hopefully in the front garden, over the summer.

The speaker for our next meeting will be a Nurse from the Continence team, if anyone has any ideas of topics or interests that they feel would be good to include in future meetings please speak to us, your ideas are welcome.

Date and time of next meeting to be confirmed.

Thank you to everyone who attended.