**Patient Participation Group**

**Monday 20th May 2019**

**6.00pm**

Present - Gemma Watton, Mike Wreford, Sue Lamble, Jonathan McConnell – Chair, Dr Dowling, Melanie Chenoweth - Practice Manager, Lindsey Sandilands – new member and Patricia Richens – new member

Apologies - Cathy Bowley

1. Welcome to Lindsey Sandilands and Patricia Richens – both parties were welcomed to the group and the role of the PPG and the rules were reviewed and discussed. The surgery will send out the documentation to all members.
2. Minutes of previous meeting
3. Facebook – the role of the surgery Facebook was discussed, Mel and Mike detailed how it had been recently used inappropriately with patients making complaints. This is not the correct procedure as the surgery cannot respond due to confidentiality issues. Also the fact that the surgery feels at present that there isn’t the time to dedicate to Facebook to make it the best it could be (there are already two websites – the main surgery one and NHS choices to keep up-to-date). The members of the PPG felt that it was originally thought of as a way to communicate with the younger generation but many are using different social media platforms now. It was decided that we should stop Facebook and just publish all we need to on the website at the moment and perhaps review at a later date.
* Footfall is a new system which runs alongside a surgery’s website and is something that the surgery will be involved in trailing along with other practices in North Cornwall. The surgery does not have full details of how this works as of yet but we believe that it will involve the signposting of patients and enable patients, for example, to email a doctor if they just need a question answering and don’t need an appointment etc.
1. Primary Care Networks (PCN) – Mike and Melanie described the changes that are happening in General Practice and how this affects the surgery. All practices need to be part of a PCN and Neetside will be joining with Holsworthy, Stratton, Black Torrington and Bradworthy. This creates an umbrella group but each practice will operate individually – this is not a merge.
2. Dr Ojo – the news that Dr Ojo who has been doing regular locum sessions with the surgery over the past few months will be joining the team was shared with the group, he will be working 2 days a week from September for an initial period of 6 months. The surgery is delighted as he is extremely popular with patients and staff alike.
3. New Telephone System – Mike and Mel explained the surgery has had a new telephone system installed, although there are a few teething problems it is felt that this system will be much better than our previous one. Also the surgery are changing computer systems in August, this will help the practice hugely as the new system will allow us to do much more than the old system. It will also allow us to stop using different systems for appointment reminders etc which will also save the surgery time and money.
4. The surgery are in the process of making a new administration room upstairs. This will allow some of the administrative work that is currently done whilst staff are in reception to be taken upstairs. The admin/reception team feels this will allow more time to focus on interaction with the patients at the desk and make the completion of these tasks more efficient.
5. List closure – Mike and Mel explained why our list is currently closed. In the nine months previous to the closure we had 700 patients register, this was not sustainable! After discussions with NHS England and with their full support, the difficult decision was made to close the list to safeguard our patients as well as the surgery in general. This is not a permanent list closure and will be reviewed with NHS England.

Next Meeting: Monday 9th September, 6pm.