

Practice Patient Panel Meeting 28th June 2017

Attended by:

<u>For the Practice Patient Panel</u>	<u>For the Practice</u>	<u>Guests</u>
Colin Stiff Liz Rhodes Pauline Edwards	Andy Potter - Practice Manager	None
Kirstie Parnell Arthur Harman	<u>Apologies from PPP Members</u> Dave Moulder, Val Dixon	

(1) Agree minutes of the last meeting and any matters arising

The minutes were agreed. The following matters arising were noted.

- Vicky Carnell – Community Builder - Val Dixon had advised (via email) that VC had now moved on, with one Ebbie Peters taking her place. Unfortunately she was not available for this meeting but was keen to attend the next.

(2) Update on GP staffing

AP noted that Dr Anna Griffiths was to join the practice early in September. She currently worked at the St Leonard's practice and would be doing 4 sessions weekly here, largely in response to our growing list size.

(3) Educational Events

There was an appetite to have more of these with Depression/Anxiety/Stress high on the agenda. AP had also heard of a very successful talk elsewhere on Sleep Problems and would find out more.

(4) Productive General Practice

AP noted that the practice was taking part in this programme which, as the name suggested, sought to find ways to improve performance. Part of this included giving reception staff a greater role in signposting/redirection patients. This necessarily involved them having to ask patients what their call was about. While there was *some* concern about this, it was agreed that the manner in which such enquiries were made was crucial. Staff needed to be sensitive and to allow patients to keep their counsel if that was their wish.

(5) 'Slow Broadclyst' campaign – Pauline Edwards

PE noted that this group was campaigning for a traffic plan and better parking facilities for the primary school. The question was asked to what extent parking problems in/around Hellings Gardens affected the surgery, including Clyst Caring Friends. AP had asked the GPs and they reported that more elderly patients often struggled to park at busy times and might consequently be a little late for appointment. Clients being taken to the Clyst Caring Friends Day Centre also encountered difficulties in being dropped off/collected.

(6) Date of the Next Meeting

Agreed as Thursday 31st August, starting at 18:00hrs.

*** The meeting closed and AP thanked everyone for their attendance***