**November PPG**

**Yearly Update**

Date: 21 August 2018

Attendees: Karen Phillips, Josh Alan, Emma Tuton, Cynthia Fowler, Linda Chambers, Julie Crater, Natasha Suffill,

Apologies:

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| **Welcome to the Patient Participation Group** |
| **Patient Leaflet** | Josh explained how the members had helped him develop the leaflet to explain our service to the patients at Reception. The leaflet is full of information regarding what our Clinicians are and what they can see, to the appointment system and how to use it.The group discussed how this would benefit the patients experience and were proud the help create it.Cynthia agreed that this was a very successful leaflet |
| **Reception Notice Board** | Discussed the change to the appointment system, outlining that;* All same day appointments will be available at 8am
* There will be no second availability at 1pm
* The new triage system will be introduced on 03.09.18
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| **Acute team/Appointment changes** | Josh explained that we now have a triage with their own duty GP working form Kingswood.The triage is open between 8-10 and patients who now need a same day appointment are added to a call back list. The 1pm appointment release has now been stopped.KP said that she felt this was appearing to work very well, she explained that we were still working on the Same day appointment spread and would change the release of appointments to find a happy medium. She confirmed that we haven’t had any complaints regarding the stopping of the 1pm rush.PPG members advised they hadn’t had to use it themselves but agreed that hadn’t heard any complaints regarding the service and hoped it would continue to be a success.   |
| **Clinical /Training Team Talks** | Throughout the past year Josh has invited along members form different teams within Haxby, it has given the members an opportunity to get to know the way the surgery work. Cynthia impressed with the development of staff- Josh form Apprentice to team leader, Josey Coaten form Student to ANP. |
| **Regular Meetings with Pharmacy Team** | After the last meeting Grace and the training team worked on producing a board in reception which clearly showed patients where and how to access the most appropriate care as well as out of hours care. This has been done and the group were invited to look at the board and feedback any comments.  |
| **PPG Helathwatch/Rules** | Emma explained how whilst at the Helathwatch Hull event they had suggested that to improve the PPG it would be a brilliant idea to have a list of rules.Emma Showed the members and gave a copy of some examples of a list of rules. To come up with a list for next time. A new project to work on. |
| **Update form Pharmacy** | Natasha explained that the pharmacy team were expanding and that today she wanted to introduce Julie Crater- Pharmacy Technician.Julie introduced herself to the team.Age 17 started ta a chemist and has worked her way through8.5 years of training, dispensing,14.5 years running her own small pharmacy team. She then wanted to progress further and progressed to be a Meds Management technician at Hull Royal and has become and NVQ/BETEC Assessor herself. Now on a 6 Month Secondment with ourselves.Natasha explained they were finding their feet with the role and patients can be expecting to speak with Julie in the future. |
| **Building Work/Painting/Signs** | Karen explained that the surgery had now had a full renovation In the clinical areas but the back area will be updated at a later date. Very happy with the work.  |
| **Reception****New Faces** | PaulaTrinaAdrienneJosh introduced the new members of the reception team |
| **A.O.B** | Cynthia explained that she would like to be involved in patient surveys again and this was something she really enjoyed doing in the past. EW to liaise with Cynthia regarding the questions.Happy to do and may drum up new members of the PPG. |
| **Next Meeting:** | 06.11.18 – 10.30 |