

Mayford House Surgery PPG Meeting 05.03.18

Attending: Chair Paul Cornfoot, Su Dixon, Helen Greaves, Faye Dunhill, and Practice Manager Anna Laing.

Actions still outstanding from previous meeting:

The PPG is still hoping to recruit new members to PPG.

The PPG had agreed that the best way to recruit new members is still by GP referral.

At the last meeting in December 2017 Dr Mitford confirmed GPs would be happy to pursue this.

Practice Manager Anna Laing confirmed this is still the case.

Anna Laing also confirmed the practice would be happy for PPG to approach local groups such as Mencap, Hambleton Carers Association, Alzheimer Support Group, Youth Connexions directly to recruit new PPG members.

Helen Greaves and Su Dixon volunteered contact above local organisation by email. Email as drafted by Chair Paul Cornfoot.

PPG agreed that for continuity any request for new PPG members should be added to the email already drafted by Chair Paul Cornfoot to promote aims and membership of the PPG to all patients whose email is already registered with practice.

Josh Parker-List still to send Chair's Paul Cornfoot email to promote aims and membership of PPG to all patients whose email is registered. Paul to review email and resend to Josh/Anna.

New Practice Manager.

PPG welcomes new Practice Manager Anna Laing and looks forward to working with her in the future.

Regarding Nursing levels Practice Manager Anna Laing reports there is good news.

The practice has recruited 4 new nurses; 3 Health Care Assistants, 2 HCA 16hrs posts,

1 HCA 30hrs post and 1 Practice Nurse; 30hrs post.

In total this brings the practice 11 extra nursing hours.

Anna Laing hopes these extra hours might lead to "on the day stay and wait bloods clinic appointments" being made available between 8.30-9.30am for GP patients.

The Practice Manager also reports the practice is now looking to recruit new receptionist as Marilyn is leaving.

PPG wishes all Mayford House staff moving on all the best for the future.

Patient Questionnaire.

The PPG members and Practice Manager Anna Laing reviewed the draft patient questionnaire kindly drawn up by Su Dixon.

Practice Manager Anna Laing offered Su Dixon Mayford House Surgery thanks for drafting patient questionnaire. As do the PPG chair Paul Cornfoot and members.

Su Dixon agreed to type up the revised draft of Patient Questionnaire and circulate to all Members for review.

The PPG all agreed with Chair Paul Cornfoot and Su Dixon suggestion that an extra meeting will be needed to agreed final draft of patient questionnaire.

An informal meeting date to be arranged soon. Chair Paul Cornfoot to notify members once agreed. All members able to attend will be welcome.

Practice Manager Anna Laing stated once PPG members have agreed the final draft. The Patient Questionnaire will need to be cleared by Mayford House Surgery Partners before its release.

Chair Paul Cornfoot and Practice Anna Laing report Patient Questionnaire will be released in both paper and online form. Date to be confirmed.

The paper form to be handed to patients in waiting room by reception staff for completion or by clinical staff at the end of the patient appointment.

An online version of Patient questionnaire will be available via a Survey Monkey link for those patients who have supplied the Mayford House Surgery with an email address.

Helen Greaves to help Su Dixon set up Survey Monkey Patient questionnaire.

Practice Manager Anna Laing confirmed Mayford House Practice would cover the £33 Survey Monkey fees for 1mth use of Survey Monkey Feedback Service.

Patients will also be able to complete the Patient questionnaire via a Word document link on Mayford house Surgery Webpage.

PPG member Faye Dunhill offered to help collate all patient questionnaire replies using excel spreadsheet.

Su Dixon also offered to collate results

Faye Dunhill highlighted the need for another additional informal PPG meeting before next June to collate and review results.

All PPG members agreed.

Chair Paul Cornfoot agreed to co-ordinate the arrangements.

Any Other Business.

PPG Minutes of 11.12.17 Agreed.

Improvement of Mayford House Surgery Patient Website.

All PPG members agreed the website is very clunky.

Practice Manager Anna Laing agreed it might be worth looking at new, cheaper provider for more polished website.

Anna Laing points out funding as ever might be an issue.

Helen Greaves highlighted possible grants available from NHS Estates Technology and Transformation Fund. Fund particularly for improvement of GP Phone and online services for better patient access.

Please see following links attached for further information

<https://www.england.nhs.uk/gp/gpfv/infrastructure/estates-technology/>

england.gppremisesfund@nhs.net

Chair Paul Cornfoot and Practice Manager Anna Laing agreed to discuss this matter at a later date and report back to the PPG.

Next PPG Meeting Dates

Informal meeting to review final Patient Questionnaire. To be arranged by Chair Paul Cornfoot as soon as convenient for all involved.

Informal meeting to organise collation of Patient Questionnaire once results are in. To be arranged by Chair Paul Cornfoot as soon as convenient for all involved.

4th June Formal PPG Meet.

3Rd September Formal PPG Meet

3rd December Formal PPG Meet

Minutes by Helen Greaves.