

Mayford House PPG Meeting 11.12.17

Attending: Su Dixon, Paul Cornfoot (Chair), Helen Greaves, Tina Watson, Dr A. Mitford.

Apologies: Josh Parker-List, Faye Dunhill, Linda Lloyd (HRWCCG), Ann MacNamara (Hen Rep)

Actions outstanding from previous meeting:

Recruiting new members to the PPG.

The PPG agreed that the best way to recruit new member to PPG would be referral by GP.

Dr Mitford confirmed GPs would be happy to pursue this.

Dr Mitford 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. Dr Mitford will provide contacts for PPG to approach.

Josh Parker-List to send email drafted by Chair Paul Cornfoot to promote aims and membership of PPG to all patients whose email is registered.

Practice Manager

Dr Mitford informed the PPG that current Practice Manager Stephanie Connolly has left for a new post nearer home. The PPG agreed we appreciated all her work with us and wish her well in her new job.

Dr Mitford reported interviews for a replacement were held 3 weeks ago, Nov 2017. After second interviews the GP partners decided to appoint Ms Anna Lang as the new practice manager. Ms Anna Lang is to start work in mid-January 2018.

Either the new practice manager Ms Anna Lang or Assistant Practice Manager Josh Parker-List will attend future PPG meetings.

GP Partners to attend as and when appropriate to.

CQC Spot Check

Following a CQC spot check mid November 2017 Dr Mitford informed the PPG the practice rating has improved from needs improvement to good in all areas. PPG congratulates the practice on turn around.

Dispensary

Dr Mitford reports the practice has now recruited Dispensary Manager, Lead Dispenser and Assistant Dispenser. It is hope this will improve dispensary provision and encouraging out of town patients back to collecting their prescription in house. An important source of revenue for the practice.

There is an open day on Wednesday 13th December to highlight newly refurbished practice dispensary and promote repeat prescription online service. PPG members are invited. There will be mulled wine and carols.

The practice also hopes to take the opportunity to collect more patients email addresses on the day.

Redrafting Mayford Practice Patient Survey

PPG Su Dixon highlighted the need to redraft questionnaire as previous one no longer fit for purpose. Too vague. Dr Mitford seconded this.

PPG Su Dixon stated the questionnaire need a tighter focus. No point asking for patient's opinions if there's no intent on changing provision.

PPG members agreed after usual age, gender, ethnicity questions should be focused on how do current services on offer suit patients. Were patients aware of what's on offer? Services such as Multi Conditions Nurse, Advanced Nurse Practitioner, private waiting room on request.

PPG felt it would help when drafting questions to know GP Partners of their long term plans.

Dr Mitford would look into this and report back to PPG.

Also Su Dixon suggested we promote PPG aims and membership prior to release questionnaire so patients are aware of who and why we asking. PPG agreed to promote by any available means. ie repeat prescription slips.

PPG hope to meet additional early Jan to review draft questionnaire. Su Dixon to draft questionnaire.

Su Dixon to look into using Survey Monkey. Tina Watson suggested Mail Chimp too.

PPG hoped to have questionnaire ready mid-January 2018.

Virtual PPG

Chair Paul Cornfoot proposed postpone exploring virtual PPG until the physical PPG is on firmer footing. PPG members agreed.

PPG Terms of Reference.

PPG agreed Terms of reference drawn up by Chairman Paul Cornfoot.

Request from Mowbray House PPG.

Mowbray House PPG asked if our PPG would support their campaign to prevent the further loss of services from our local hospital the Friarage. PPG agreed to support Mowbray request.

Previous Meeting 2/10/17 Minutes

PPG agreed the previous meeting minutes.

Future PPG Meeting Dates Agreed

5th March 2018

4th June 2018

3rd September 2018

3rd December 2018

Minutes Helen Greaves