ASPULL SURGERY PPG

Monday 11 December 2017 Meeting 1700 to 1800 hours

Minutes

In attendance

Graham Lowton Rachel Richardson (CCG)

Suzanne Holland Sue Korth

Apologies: Alison Kilhourey, David Bramhall, Irene Statham

|  |  |
| --- | --- |
| AGENDA ITEM | **ACTIONS** |
| **Welcome Introductions**The group welcomed Rachel Richardson from the CCG |  |
| **Minutes of Meeting** Minutes from last meeting agreed as correct.  |  |
| **Rachel Richardson**Attended to keep in contact with PPG and update the group on work happening within the CCG to improve and support PPG’s i.e recruitment. CCG now have a work group and are developing a training programme for members. Training such as typing minutes, using social media etc. they are also developing a new starter pack for PPG’s |  |
| **CQC inspection – feedback**The group asked how the inspection went in October. Suzanne thanked the members who came to surgery to speak to them and apologised to Graham as the inspector had already left when he arrived. The feedback was good and Suzanne was pleased to show them the report. Copies were given out to members.  |  |
| **Action Plan- GP survey.**Discussed the action plan re the survey. Reported the ANP appointments were being utilised well. Suzanne asked members if they were interested in producing a survey on one specific question. ‘% of patients who say the last GP they saw or spoke to was good at involving them in decisions about their care’.This is because the surgery result was 76% compared to local ave of 83% ant national ave of 82%. Suzanne stated the practice was very surprised about the low percentage as FFT shows very high satisfaction. Sue agreed to lead on it. The group will come back next meeting with a set of survey questions. |  |
| **Hindley GP closure of branch –public consultation**No members commented on this. |  |
| **PPG newsletter**Agreed next issue will be April. Agreed to keep it to 3 newsletters per year. Uptake figures were discussed and will ask for feedback in next edition. Group to keep a running list of articles to go into next newsletter. Rachel also offered to help. |  |
| **AOB**Helen Kerins – business transformation manager for Wigan North from CCG has requested to attend- all happy to invite.Suzanne explained how the practice has bid for some funding (capital slippage) to create a records room and office. If this is not funded the practice is going to fund itself. |  |
| Next meeting: Monday 12th February 2018 5pm – 6pm  |  |