**ASHCROFT SURGERY WING**

**MINUTES OF INITIAL MEETING OF PATIENT PARTICIPATION GROUP**

Wednesday 25th November, 6.15pm, at Ashcroft Surgery

Attendees: Dr A Silverman, GP Partner Practice Manager

Healthcare Assistant Dispenser

5 patients

1. Dr Silverman introduced himself to the group with a brief history of how he had joined the surgery and taken over the partnership from Drs Gibby and Dunford with the intention of continuing the established ethos. It was stated by the attending patients that they felt that after a period of settling down there was now a good surgery staff team.
2. The purpose of the Patient Participation Group was explained as a forum for feedback and observations from patients and to invite patients to make comments on the surgery. Our intention is for our website to be up and running early in the new year and patients will be advised of the meetings via this and invited meetings to attend or comment via the website,
3. Dr Silverman confirmed that PPG members can attend commissioning meetings and outlined the role of a CCG. Patients can raise issues regarding primary care.
4. The issue of our CQC Inspection was raised and we confirmed that this is still awaited.
5. One member raised the issue of having a BP machine in the waiting area. It was felt that patients taking their own BP could cause false readings, and we would prefer to continue to check patients BP ourselves. Dr Silverman stated that we have a very high uptake for blood pressure screening.
6. Another member commented that Warfarin testing was very useful so patients don’t have to travel to Stoke Mandeville Hospital.
7. One member asked about NHS Health Checks and Dr Silverman advised that these are aimed at patients that do not have any medical care at present as preventative care. Patients are invited by a phone call.
8. It was felt that the surgery provided a general feeling of being well looked after. Our system of offering a telephone appointment was very useful and the benefit of being able to speak to a doctor quickly and get some reassurance was much appreciated.
9. The 111 service was also praised as being very effective and helpful.
10. One member asked about the other doctors in the team, and that it would be useful to list each doctor’s speciality on the website, as well as some staff info - a Who’s Who following the changes.
11. We were asked if we were ready to cater for the increased population and influx of patients. AS advised of the intention to become a training practice which will increase appointment availability.

26th January 2016