**ASHCROFT SURGERY WING**

**MINUTES OF PATIENT PARTICIPATION GROUP MEETING**

Wednesday 11th May, 6.15pm, at Ashcroft Surgery

Attendees: Dr A Silverman, GP Partner Practice Manager

7 patients

Apologies: 4 patients

Advanced Nurse Practitioner

The group was advised that the surgery now has an Advanced Nurse Practitioner. A list of the problems patients can see her regarding was given to the group and is also displayed in the surgery and on our website. She is also able to prescribe medication.

On the days when our Advanced Nurse Practitioner is working patients will be asked by our reception team for a brief idea of their problem so they can ascertain if it would be more appropriate for them to see her instead of a GP.

Care Quality Commission

Dr Silverman confirmed that our Care Quality Commission rating following inspection was Good. A full report is available on our website.

Expansion of the surgery building

Unfortunately our bid for funding to extend the surgery building was unsuccessful this time. As the surgery was purpose built it may not be deemed as needing improvement at present but we will resubmit our bid when further funding becomes available.

Training opportunities

Our long term plan to become a training practice is underway and Dr Silverman is currently undertaking a training course to become a GP trainer. This will provide opportunities for new GPs to work at the surgery. If we do get funding to extend the surgery building we may be more likely to get extra GPs.

Capacity for new patients

The issue of local new build housing and an increase in people to the local area was raised. Dr Silverman confirmed that the practice has capacity to register further patients.

Nurse/HCA appointments

Concern was expressed over nurse/HCA appointments. We are meeting our targets for the services carried out by our nurses and waiting time for an appointment is the same or better than most surgeries.

ECG Machine

We are looking into the purchase of an ECG machine for the surgery once funding is available.

Patient Access

We are encouraging patients to use online services particularly for ordering prescriptions and booking appointments.

Prescriptions

The issue of dispensing medication was raised. We do dispense to around 60% of our patients, but unfortunately due to prescribing laws we are unable to dispense medication to patients who live within one mile of a pharmacy or in an urban area.

Missed Appointments

There are still a high number of missed appointments each month due to patients not turning up. We are looking into using a text message reminder service to reduce the number of wasted appointments.

Extended Hours

This is expected to come into effect in 2018, however Dr Silverman commented that patients do already have 24 hr access via 111. It was mentioned that two group members have used the Out-of-Hours or 111 service and found this very helpful.

**DATE OF NEXT MEETING – WEDNESDAY 18th OCTOBER 2017**