**ASHCROFT SURGERY WING**

**MINUTES OF PATIENT PARTICIPATION GROUP MEETING**

Wednesday 24th August, 6.15pm, at Ashcroft Surgery

Attendees: Dr A Silverman, GP Partner Practice Manager

10 patients

Apologies: 2 patients

New Members: 2 patients

Introduction

Dr Silverman welcomed new members and gave a brief overview of the role of the PPG.

Health Checks

The question was raised on whether Well Man/Woman checks are still carried out. These are now called Health Checks for patients aged between 40-74 who are not already on our long term condition registers. These are carried out by our nurses and patients may be contacted to encourage them to attend a health check or they can request one themselves.

Second Opinions

Patients have a choice to see any GP within the Practice. Dr Silverman stated that patients should always feel welcome to ask GPs questions if they do not understand what they have been told or have further concerns, but also that we do not have a closed list so they are free to request an appointment with one of the other GPs at the surgery next time they need to be seen.

Consultant Request

Dr Silverman was asked whether patients are free to request referrals. He explained that referrals need to be at the GP’s discretion. Often GPs can help the patients more quickly than waiting several months to see a consultant.

Dr Boone

Dr Boone has now left the surgery to relocate to Wales. Two new GPs will be starting in September, and in the meantime cover will be provided by our regular locum doctors.

Patient Access

It was generally felt that the service should be more widely advertised as many patients were still not aware that they can order prescriptions, book appointments and view their medical records online. We will continue to disseminate information regarding this.

Suspected Cancer Referrals

The 2 week wait system was discussed and members advised that patients presenting with symptoms suggestive of cancer were seen by the hospital within two weeks of referral. All 2 week wait referrals are sent within one day of the GP seeing the patient at the surgery and a follow up system is in place for the surgery to check that a patient has been seen.

Patient Hospital Choice

Patients are free to choose where they are treated and can usually request a referral be sent to any NHS Hospital.

Over 75’s Project

One of the group had a family member who had been contacted by the Over 75’s Team by letter and was awaiting the follow up call. The services offered by the Team were discussed and it was agreed that further information displayed in the surgery and on the website would be helpful.

Extended Hours

The subject of extended hours was discussed and how many surgeries have had difficulties filling up extended hours appointments, particularly on Sundays as most patients prefer to be seen on weekdays.

New Build in Wing

Dr Silverman confirmed that our Dr / Patient ratio is good and so we are confident we have capacity to allow for more new patients.

Appointments

The appointment system received very good feedback and the availability of appointments on the day was felt to work well.

**DATE OF NEXT MEETING – WEDNESDAY 9th NOVEMBER 2016**