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| **Date** | 28/03/2019 |
| **Time** | 13:00 |
| **Note Taker** | Samantha Timlin – Practice Manager  |
| **Meeting Chairs**  | Samantha Timlin – Practice Manager (ST)Danielle Caswell – Regional Manager (DC) Kathy Crockford – Patient Representative (KC) |
| **No. patient attendees** | 4 patients |

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| **Discussion****Actions / Outcomes** |
| **Topic**  | **Notes and Actions**  |
| **Introductions**  | Round of introductions. Open surgery – ST advised members that she has an open surgery every Tuesday between 10-11am. Purpose for the open surgery is for patient to give feedback to the PM (Practice Manager). This can be positive or negative feedback. The practice will use this feedback to better the service for patients. It will also flag up if there are consistent trends around issues patients are experiencing. Annual leave will be noted on the poster although the Admin Lead will see patients in the absence of the PM  |
| **The community**  | ST and DC asked members what they would like to achieve from the PPG meeting going forward. As a practice, Falmouth Road would like the Patient Participation Group to become more involved with the community. The group discussed services that were missing / poor in the area. 1 member felt it would be a good idea to have a sexual health clinic based at Falmouth Road Surgery as it was quite difficult to access services locally. Maybe having Pep trials at the surgery / administering HPV vaccines. DC explained that Sexual Health services are commissioned differently. However the practice would be happy to have a clinic in the future should this change. ST flagged the Sexual Health London website - <https://www.shl.uk/> - this website provides self-sampling kits and advice. Action – ST to contact Sexual Health London to ask if it would be possible to have some kits at the practice. Members discussed what we could do as a group to help socially isolated patients in the community to engage with local services. The practice would be keen to start a walking group and potentially have a community garden in the future.  |
| **Communication**  | Members discussed how the surgery could communicate better with patients and the local community. Some members had not received any communication with regards to events / patient participation in the past. ST explained that there was an issue with the current SMS system failing when messages are sent to multiple patients.KC mentioned the Accurx messaging system that had been discussed in Patient Participation Group Network meeting The practice is just in the process of implementing Accurx and hope that this should solve the issues. KC said the Library and Trinity Tenancy Hall would be happy to advertise events for the practice. Members discussed how the practice could record patient’s preferable method of contact. DC told members that the practice had recently started tweeting. She also discussed the possibility of having WhatsApp groups for patients that are moderated by the practice as this currently encrypted. One member mentioned that the encryption within WhatsApp might not continue.  |
| **Training Practice****&****Foundation Doctor** **(F2)** | Falmouth Road Surgery was recently approved as a training practice ST discussed the new Junior Doctor, Ariana Singh who will be joining the practice on the 3rd April 2019. ST explained Dr Singh would be with Falmouth Road Surgery for 4 months. Dr Singh will have 8 clinics per week and initially her appointments will be 25 minutes long. This will drop to 20 minute appointments eventually. Dr Singh will always be supervised by a GP and her trainer is Dr Ali. The practice should have a new foundation doctor every 4 months in April, August and December.  |
| **AOB**  | Appointments A poster has been created regarding the appointment system at Falmouth Road and the days with which the clinicians work. ST Shared this with the group and the poster will be displayed in the reception area.  |
| **Questionnaires**  | The attached questionnaire was handed out to patients and the results are as follows: **1  Caring and Carers 1 Obesity / managing weight Arthritis1 Sleeping well 1 Arthritis** |