

**MINUTES OF A MEETING
OF THE NEW QUEEN STREET SURGERY PATIENT PARTICIPATION GROUP
HELD ON 3 SEPTEMBER 2018**

Present

Helen Barnes, Ann Mason, Alison Bacon, Kay Mayor, Averil Cosstick, Ann Fear, Ken Fear, Don Rogers, Peter Davies, Chris Elverson, Jane Pobjee, Pearl Burdock, Roy Gerstner, Helena Papworth, Andrew Major, Sue Osborne.

Apologies

Bernard Gray-Esson, Margaret Turnbull, Margaret Cripps, Maureen Read.

Helen welcomed everyone and advised that Bernard was unable to attend due to a family function..

Minutes of Previous Meeting

The Minutes of the previous meeting were proposed agreed unanimously and signed.

Matters Arising

None.

Greater Peterborough Patient Forum Report

No meeting.

Practice Manager's Report & Patient Safety

Flu Clinics

These had been scheduled for 13 and 20 October. The supplier has advised a possible delay of one week. Helena will try to clarify this but it may be that the clinics have to be re-scheduled for 20 and 27 October. **Helena to confirm dates.**

Inclusion within LAKESIDE HEALTHCARE

Helena advised that there had been no more contact yet. Two meetings are to be held in September as the next step in Due Diligence. The first meeting, regarding finance, is to be held on Wednesday of this week. The second, regarding quality, is to be held on 27 September and will involve a visit by two ladies, a Project Manager and a Doctor.

New Appointment System

Helena reported that no analysis of this has been conducted yet. Some doctors were not sure about the system but it seems to be working well.

Alison asked how calls are managed, and whether the doctors deal with phone calls first and then appointments.

Helena explained the system of "not on call" and "on call doctors" dealing with calls and appointments. Receptionists still ask the reason for any calls and this information can be detailed to the doctor returning the call, thus enabling the doctor to book an early appointment if the matter is urgent. Patients can stipulate to the receptionist a suitable time for a return call. Alison suggested that some phones only accept certain calls. Andrew Major advised that phone settings can be adjusted to deal with this.

Helena advised that the on call team consists of one doctor and one senior nurse. There is no restriction on calls. Calls relating to babies, children or home visits are directed to the doctor and other calls to the nurse. Roy asked how home visit requests are dealt with; Helena advised that they are marked on the list for the doctor.

Requests for results or follow-up appointments need to be made on the day. Routine nurse appointments can be pre-booked.

Averil advised that the system worked for her recently.

Any Other Business

Helen advised that an invitation had been received for members to attend the CCG AGM on 18 September. Helen and Roy will attend.

Jane asked again if it would be possible that when diabetic clinic appointments are sent out a blood test appointment can be advised at the same time. **Helena to investigate.**

Date of Next Meeting Monday 22 October at 7 pm

The meeting closed at 7.45 pm.

Chairman

Date