

**MINUTES OF A MEETING
OF THE NEW QUEEN STREET SURGERY PATIENT PARTICIPATION GROUP
HELD ON 29 JULY 2019**

Present

Bernard Gray-Esson, Ann Mason, Alison Bacon, Averil Cosstick, Ann Saxton, Margaret Turnbull, Helen Barnes, Sandra Green, Dianne Gross, Steven Keen, Margaret Cripps.

Apologies

Ken Fear, Ann Fear, Sue Osborne, Chris Elverson, Jenny Parker, Maureen Read, Sarah Taylor, Peter Davies, Roy Gerstner, Andy Major, Ann Jones, Kay Mayor, Martin Green.

Bernard welcomed everyone to the meeting.

Minutes of Previous Meeting

The Minutes were proposed by Alison, seconded by Averil, agreed unanimously and signed.

Matters Arising

As noted in the previous Minutes and further to checking with the practice, Ann M is to investigate whether the services offered by Peterborough City Council are also provided by Fenland District Council. **Ann Mason**

Regarding the queue which formed when the automated screen was not working during Patient Awareness Week, causing some patients to miss their appointments, Dianne is to check whether there is a way to let staff know that the screen is not operating. The staff on reception cannot see that there is a problem with the screen. It was suggested that perhaps a push button beside could link through to the office to indicate the problem. **Diane Gross**

There had been a suggestion that PPG meetings be held quarterly. Helen and Alison advised that this would not be helpful as they report to the GPPF monthly. Diane indicated that the practice is happy for us to hold our meetings as at present but that it may not always be possible for a member of staff to attend each meeting. Ann M suggested that in such instances it would be helpful if Dianne could advise matters in an email before the meeting.

Practice Report and Patient Safety

Dianne advised that flu vaccine delivery dates are to be 7 and 21 October and 18 November. It is proposed that children's flu clinics will be separate to those for adults. Flu vaccinations will be given to the housebound first. Three sessions may be held.

Dianne handed out paperwork regarding patient recalls. Letters for long term condition check-ups will now include a blood test appointment.

Checks for patients with learning disabilities are now being held on Mondays from 6.30 pm to 9 pm.

Annual reviews of medications in month of birth are still being implemented.

Lakeside provides more support and promotes best practice.

Greater Peterborough Patient Forum Report

No report was available as Helen was not able to attend and unfortunately Alison was unwell on the day of the meeting. When Alison receives the Minutes of the meeting she will make them available to Ann M for circulation.

Various Issues Raised at Last Meeting

Alison handed out a list of these. They were noted by all present. Ann M to circulate so that those who could not attend will have a copy. **Ann Mason**

Any Other Business

Averil complimented the practice on the service she had received when she was unwell recently.

Dianne advised:

- A new Advanced Nurse Practitioner is joining the practice in August.
- The appointment system is to be reviewed again, having been in operation for a year.
- Discussion is to take place on the management of test results.
- Doctors are able to make follow-up appointments for patients if needed.

Steven advised that a friend of his had reported that when he spoke to the practice this morning he had experienced difficulties and been told he could not have a call back until Thursday at the earliest. Steven to ask his friend for the name of the receptionist and advise Dianne so that she can investigate further. **Steven Keen/Dianne Gross**

Margaret T commented that several doctors have left and asked if they would be replaced. Dianne advised that trainee GPs are joining the practice.

Margaret C asked whether the Doctors are aware that when they refer patients for physiotherapy there is a four month waiting list. Dianne will check. **Dianne Gross**

Bernard reported that he had attended a meeting with members of Housing and Community Support at Fenland District Council and a Director of the Longhurst Group re the Extra Care Facility, Willow Court, being built on the Larkfleet estate. Efforts are being made to get information about this out to the public next month. It will be opened in November/December and will have 60 bedrooms. The event to promote awareness will be held at Whittlesey Christian Church on 13 September.

Date of Next Meeting Monday 2 September at 6.30 pm

The meeting closed at 8.10 pm.

Chairman

Date