

Wilsden Medical Practice Patient Participation Group

Minutes

Monday 9th January 2017 1.00 – 2.30 pm

1. Wendy welcomed everyone and gave updates she had received from Dave, Anita, Chris and Jenny
2. **Present:** Ian, Wendy, Jamie, Margaret, Gill, Sylvia, Judith
3. **In attendance for Practice Manager slot:** Suzanne
4. **Apologies:** Dave; Chris; Trish; Anita; Jenny
5. **Minutes of meeting of 5th December 2016:** approved
6. **Matters arising:** covered on agenda
7. **Treasurer's report:** Michelle had provided a breakdown of income and expenditure which was circulated
8. **Practice Manager issues:**
 - New telephone system giving problems, particularly for those trying to contact Cullingworth
 - Not fully staffed again as nurse leaving and unable to replace a salaried GP
 - Over the holiday period the Practice has operated a system of giving patients a time slot with a guarantee they would be seen but with next available doctor. Possibility of introducing this each Monday as very popular with patients
9. **E-technology/data design and analysis:** nothing to report in Dave's absence but there will be the Warfarin survey to analyse. Both Judith and Ian willing to assist with this
10. **Forward planning**
 - Surveys:** Margaret following up the Mums and Babies survey. unclear as to the future of the service as may move to Canalside. Wendy to circulate existing survey and suggestions as to how it will need altering to be brought to next meeting
 - Hard to Reach – still pending
 - Warfarin – next
 - Telephone - deferred until system up and running
 - Information leaflet** - ongoing
 - Other events** – Open day still in planning. Possibly to coincide with Dr Wilson leaving and an opportunity for patients to acknowledge his contribution
11. **Terms of Reference/constitution: Jamie and Dave:** Major agenda item for February
12. **Local PPGs meeting:** Jenny had informed the Bingley group that Judith and Ian willing to attend but they had not heard anything yet
13. **CCG/Network report:** circulated by email
14. **Admin etc.**
 - Notice boards:** being used for other notices. Wendy to contact Michelle and Suzanne
 - Magazines:** disappearing from Cullingworth but OK at Wilsden
 - 'Comments' boxes:** Positive feedback on new telephone system posted in Cullingworth box – passed on to Suzanne
15. **AOB:** None
16. **Dates for next year:** 6th February, 6th March, 3rd April, 8th May, 5th June, 3rd July, 7th August, 4th September, 2nd October, 6th November, 4th December

