

## TADLEY PARTICIPATION GROUP (PPG)

### Minutes of a Committee meeting held on Wednesday 17<sup>th</sup> May 2017 in the Conference Room at Holmwood Health Centre

**Present** Paul Woodgate, Gill Tomlins, Claire Chambers, Alan Chambers, Alison Jenner, Graham Wright, Chris Backwith and Dr Newman

1. **Apologies:** Heidi Williams, Hazel Metcalfe, Val Turnbull, John Davis, Kate Wright and Dr Hogan.
2. **Minutes** of the meeting held on Wednesday 15th March 2017 were accepted as a true record.
3. **Matters arising**

There would be no in-house lead for Sign up to Safety. The safety work was already covered by other activities.

#### 4. **Planning for AGM**

The AGM was discussed. The date for the AGM was to be 14 June 2017. Hazel has produced a poster to which an RSVP date was to be added. (7 June 2017). The Agenda was agreed as follows:

Magazines:	Val and Hazel
Newsletter:	Graham and Alan
New member:	Chris
Community:	Graham
Practice Survey:	Graham
Format of Meetings:	All
Date of next meeting:	

**Action: PW/AC to amend Poster to include RSVP date.**

**Action: HW to be requested to distribute Invitations by email. Copy to be placed on notice board.**

#### 5. **Appointments**

DR Newman explained the issues around the appointment system. In reality the requirement for same day appointments has increased significantly. The Practice catchment patient population has not grown in proportion and the Practice is fully manned with Doctors. Since January, the practice has attempted to ease the burden by adopting new systems including telephone appointments. Nevertheless the demand continues to rise and currently two doctors a day are dealing with telephone calls, including call backs. On the day of the meeting the Practice had received 120 phone calls and seen 60 patients. Clearly the requirement for Doctors to be dedicated to this does mean a reduction in and a longer wait for new appointments. The problem is ongoing and Dr Newman would welcome any ideas of how to improve the appointment system.

6. **PPG Newsletter**

Whilst AC had produced a newsletter so far, there were insufficient articles to make publishing worthwhile. Additional content was required; this could include an AGM report and Phlebotomist service. AC will revisit the newsletter on his return from holiday.

7. **Information from the Practice**

AJ Briefed the committee on the Phlebotomy service.

8. **A o B**

Nil.

9. **Chairman's concluding remarks**

PW showed a video on polypharmacy and collated feedback for the Committee members. The plan is for the video to shown on Practice screens

The meeting closed at 8.13.p.m.

**Date of the next meeting: AGM Wednesday 14<sup>th</sup> June**

C Backwith  
1 June 2017