



Minster Medical Practice

Patient Participation Group

Minutes of meeting held on 24 May 2016

Present:

Russell Pond, Chair

Jo Downes, Practice Manager

Patients: SW, JG, MM, SD, CS, IM

- 1 Welcome and apologies:**
The chairman welcomed everyone to the meeting.
Apologies received from BM & AB.

- 2 Minutes of the last meeting**
Minutes of last meeting accepted as a true record of events

- 3 Matters arising**
JD to chase CCG for information promised at previous meeting

- 4 PPG week**
Format of week was discussed and agreed. JD to send RP list of volunteers so far and those who have not yet given availability to contact RP direct.

JD to make copies of survey available.

Hopefully the book trolley will be completed and in place for PPG week. Donations of books gratefully received.

- 5 PPG Evening**
This has been publicised via website and poster in the practice. Those in the practice during PPG week to tell patients. Concerns about lack of attendance discussed.

- 6 Newsletter**

JD to ask partners if practice will fund first print. Sale of books will provide some funds for PPG for future issues. JD has asked one of the doctors to write section and will send reminder.

7 University

Request from Lincoln University discussed. Agreed to invite to next meeting.

8 Any other business

IM asked about phone system. JD explained that previous system allowed stacking of calls but practice received large number of complaints from people having to pay for the call whilst in the queue. The practice changed in Autumn 2013 to current system where the queue is limited to the number of incoming lines; there has only been one complaint since the new system was introduced. The practice is reluctant to return to a stacking system as it is anticipated that there will be a significant number of complaints. Additionally there would be a substantial cost to upgrade the system. From 8am to 8.30am the receptionists in the back office only answer the phones answering between 100 and 150 calls during that time. It would not be possible to employ additional staff for that short amount of time to increase availability.

Next meeting: Thursday 23 June 2015 at 2pm.