

**Minutes of PPG Meeting
held at Kingfisher Surgery
On
Wednesday 3rd December 2014**

Present:

Harriet Marshall; David Jones; John Burnett; Jean Forrest; Eva Bangle; Martin Neville; Sarah Walker; Nick Walthew

Apologies and changes in membership:

Sandra Adkins and Nickie Homer sent their apologies. Wendy Church and Moyra Forrester have resigned. We have three new members – Nickie Homer; Sarah Walker and Nick Walthew.

Introduction:

The group introduced themselves to new members Sarah Walker and Nick Walthew

Minutes of last meeting (5th November)/feedback from open meeting: (22nd November 2014)

These were agreed and accepted as a true record of the meetings.

The feedback from the open meeting was very positive and it was noted that Lis Fitzgerald, Lynn Talbot, Diane Gordon and Hilda Kirkwood were very impressed by the number of Kingfisher patients attending and their valuable contribution to the meeting. David asked Harriet to pass on our thanks to members of staff who also came to the meeting, particularly, on their day off and a Saturday afternoon! The overall feeling is that the meeting was very positive and that we are moving forward.

Matters arising:

John asked Harriet if the Practice had done anything yet about RMS (Referral Management System). Harriet explained that they are now on a waiting list to switch to RMS and for the training required.

Updates/News from the practice:

Harriet updated on recruitment. Dr Josephidou and Dr West are confirmed as permanent doctors and we have the popular locum Dr John Alabi.

The female doctor offered a position, worked as a locum at the practice for three days and fitted in very well. We will know this week if she is going to accept but she does have other offers. Unfortunately, there are more vacancies than there are Doctors.

The interview process will be resumed if she doesn't. Harriet also indicated that they would be happy if Dr Alabi would consider a permanent position.

Two new posts are being created, both will be filled internally.

One is for a Deputy Manager, interviewing is next week, with a start on 1st January for the successful applicant. An external interviewer will be brought in so the process is completely fair and open.

The second post is for Clinical Lead. One of the Doctors will be promoted to this, again to start on 1st January 2015.

Progress is being made on the website. Zaaminali now has the access he needs and is developing it, lots of changes have been made and hopefully, we should soon have a fully functioning Kingfisher Website. We are all aware how crucial it is that it is up and running as soon as possible, with all the information our patients need, on it. There will also be a link to the PPG.

The telephone people are due to come out next week and then we should be able to move the reception desk further back to increase the patient area in reception

A notice is being put up to inform patients that they should ask if they would like to talk somewhere private.

Report from Congress:

John briefly explained the role of Congress to Nick and Sarah. He also said that there was little to report as they are waiting for action on various matters. One of the big concerns for Congress is that they have no funding, so there is a limited amount they can do practically, other than influence things.

Work Plan including open meeting:

Please see attached updated work plan

Any other Business:

Harriet is going to find out a bit more about the Tender and Procurement process so a decision about who will represent the PPG in the Procurement process can be made at our next meeting.

Date of Next Meeting: Wednesday 14th January 2015 at 7pm

The meeting closed at 9.05pm