**ASCOT MEDICAL CENTRE - PATIENT PARTICIPATION GROUP (PPG)**

**Minutes of the meeting held on Tuesday 10th March 2020 at AMC**

**Present:** Stephen Isaia , Chairman (IS), Dr Edward Williams, Senior Partner (DrW), Jo Taylor, Practice Manager (JT), Richard Jolley (RJ), Linda Jolley (LJ), Pam Lakin (PL), Peter Boyce (PB), Sheila Sparks, Secretary (SS)

**Apologies:** Rosalind Hansen (RH), Malcolm Brown (MB)

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| 1.2.3.4.5. | The Minutes of the meeting held on Tuesday 14th January 2020 were agreed and can now be posted on the website, circulated to the Virtual PPG members by email and a copy put on the PPG noticeboard at AMC. **MATTERS ARISING:**1. Heatherwood Site – progress report: JT advised that the build is currently 11 days behind schedule caused by drainage problems. Pillars had been found behind the walls in the new AMC site which had not shown up on any plans. She and DrW have a meeting in the diary for this coming Thursday.
2. Newsletter – RH was thanked for a very entertaining and informative newsletter.

**Patient Feedback – January/February 2020** – reports had been circulated prior to the meeting. Due to the small number of responses some of the percentages did appear to be a little skewed. One patient had reported that having checked in via the screen in Reception and waiting 30 minutes they were then told that the doctor was no longer available to see them. JT confirmed that there is a notice in the waiting room advising patients to make themselves known to a receptionist should they be kept waiting longer than 20 minutes. There are also problems when a patient using the check in screen does not complete the process by pressing the “Finish” button, although there is signage above the screen to this effect.**An action plan response to Healthwatch Enter & View Visit on 02.12.19.** – this, and the Healthwatch Report, had been circulated prior to the meeting.  It was agreed that this report had not raised many helpful or valid points with regard to the condition of the building of which we are tenants and rely on the health authority to resolve. However, the expected follow up telephone call from Care Quality Commission (CQC) had gone extremely well.  DrW had subsequently received an email confirming that they considered all criteria to have been met with everything to be in order. **AOB:**1. Signal4Carers – a letter dated 26th February 2020 regarding a change of service had been circulated prior to the meeting. This letter advised that from 1st April 2020 this service would in future be dealt with in-house by RBWM. This led to an in-depth debate on carers – do the surgery have a record of every carer, how can they get people to tell the surgery that they are a carer, what support can be offered to carers once they are known? Unfortunately the change in provider on 1st April will mean that the Signal4Carers database of AMC carers will be lost, but JT confirmed that 100+ carers are already highlighted on the surgery database. A note will be added to prescriptions and will be included in the next newsletter asking people to make themselves known if they are a carer. RJ/LJ offered to prepare a slide message to be included in the information given on the tv screen in the waiting room and a registration form which would be completed and handed in to Reception. It was also agreed that the Noticeboards in the Waiting Room are overloaded with information making it difficult for patients to disseminate what might be important for them. Action to be considered.
2. Coronavirus – Covid-19 – DrW confirmed that the PPE equipment (Personal Protection Equipment comprising aprons, gloves and masks) had been received from NHS England. A tab has been put on the front page of the AMC website leading to the latest advice from the Government and local news. Appointments are no longer available via Patient Access as it is important patients do not come into the surgery without previously being triaged either by Reception or eConsult. DrW confirmed that the way forward in the present circumstances is to reduce the footfall to the surgery with consultations by telephone. He said that the Reception team were to be congratulated on how well they are working and coping with the many changes in the appointment processes.
3. RJ said he would like to suggest and item along the lines of “A day in the life of the GPs/Receptionists/Nurses…..” for a future Newsletter. Until he had joined the PPG he had not realised how much background work has to be done at the practice to keep the surgery running so well and efficiently.
4. PL asked for her thanks to be recorded for Sandra at the Musculoskeletal Clinic for the excellent treatment she had received.

The meeting finished at 7.45 pm | **ACTION****JT/SS****RJ/LJ** |

**Date and time of next meeting tba.**