**William Fisher Medical Centre PPG**

**Meeting Wednesday 21st January 2015**

**In Attendance: Apologies:**

PD, Chairman MD

MP

JL

VS

MD

DM

Dr AM

RP

LPB

1. Phil opened the meeting and welcomed all the members thanking them for attending
2. Apologies for absence were received from MD
3. Minutes from the last meeting were approved and signed
4. Treasurers report

Phil reported that the PPG account currently stood at £440.80 and that we would be looking to raise more funds with the next raffle to be discussed later in the meeting

1. Friends and Family update

Debbie reported that the Friend and Family questionnaire started in December with the first month being a ‘dry run’ as the surgery did not need to submit any data. However, starting at the beginning of January, all responses needed to be recorded and reported back to NHS England. The surgery also has to put the data on the surgery website.

The F&F test can be done by completing a form available from reception or can be done on-line through the surgery website.

There was a discussion as to how we could encourage patients to complete the forms especially as this was an on-going survey. Suggestions put forward included:

* Make forms more noticeable when you are in the surgery. Putting them in the waiting room in a prominent place not just at reception
* Put up posters telling patients about the test and how to complete the forms
* Putting notes about the test in with repeat prescriptions

Phil enquired about how the surgery would deal with any feedback from the questionnaires comments. Debbie stated that all responses would be collated and fed back to the PPG to discuss. It would also consider putting comments on the surgery website

1. Formulation of an Action Plan 2015/16

**Obtaining patient feedback**

The PPG is again commissioned with coming up with an Action Plan for the current year. In previous years this has been decided upon based on patients’ responses to the yearly questionnaire. This year, the surgery is not obliged to carry out a survey as the F&F test has taken over from this. Phil enquired as to whether we wanted to carry out our own questionnaire anyway. The consensus of opinion was that we did not feel this was necessary and would wait to see what comments and responses we got from the F&F test

The possibility of adding an additional question to the F&F test was also discussed if this would help.

It was felt that some of the points from the previous Action Plan should be rolled over to this current year as they were still on-going. This included the Ambulance Service update.

**Raffle and recruitment of virtual patients**

It was decided that we would have another recruitment drive for the virtual group based around the raffle as we did last year.

We agreed the dates for the raffle as 8 – 12 June with the stall being manned just in the mornings as it was felt that the afternoons last year were very quiet and not worthwhile.

Phil agreed to draw up a rota nearer the time to man the stall

1. AOB
* Demand on services – as most people will be aware there is currently a new development under construction on the edge of the village and it is anticipated that this will increase our patient numbers by up to 300. As we are already over the recommended doctor/patient ratio, these additional patients will put added strain on current services.

Presently there are another two developments in this area up for approval. There is a meeting tomorrow evening (Thu 22nd Jan) at Maldon District Council offices in Princess Road, Maldon at 7.30pm to discuss these developments with a view to approving them.

Debbie has sent a letter to the local Councillor stating that the surgery will be unable to take any more patients from new developments unless an increase to primary care facilities is provided before any new patients arrive.

* Emergency surgeries – there has been a marked increase in demand for the emergency slots every morning and afternoon. However, an increasing number of patients are stipulating who they want to see. Up till now the surgery has always tried to accommodate patients wishes, but are finding that it is now becoming a problem as more and more people ask.

The doctors have decided that the surgery can no longer support this. If patients want to see a named clinician then they will need to book an appointment with them. Emergency slots will be seen by the available clinician.

* AGM and Chairman – Phil stated that he feels that it is time for him to step down as Chairman and that the PPG held an AGM and re-elect the committee. There was discussion as to the best date for the AGM and where it would be held. Debbie to enquire about costs for the Parish Hall and the Memorial Hall. The agreed date for the meeting was the 22nd April
* Promoting links with other local PPG’s – There is a meeting being held tomorrow in Chelmsford for PPG’s across the Mid Essex area to meet up. This meeting has been changed at the last minute to a smaller venue with a view to arranging a bigger meeting later in the year which they hope will be better attended.

As a PPG we are currently in touch with the Burnham PPG and there was discussion about expanding this to accommodate other local PPG’s as it was felt that this was the way forward

1. Date of next meeting Wednesday 8th April, 7.30pm