

**Minutes of Meeting
Gower Street Practice
Patient Participation Group
held on Thursday 12 January at 1.00 pm**

Present: Patient members: SH, RN, RP, JO. Staff: Dr RM, Dr MH, Dr SA, Dr DA
Nurse JB, MM (Practice Manager), SP (secretary), GE (Reception Manager)

1. **Apologies for absence:** FL (patient member), VP (receptionist)
2. **Minutes of last meeting:** the minutes were agreed.
3. **Matters arising from the Minutes:** none
4. **Appointment of New Nurse:** Joanne Buckley was welcomed to the meeting. Joanne started work in December and looks forward to developing her role.
5. **Flu Clinics:** currently nearing the end of a successful “flu campaign”.
6. **Appointment of New Reception Manager:** our longest-serving receptionist, Grace Edoimioya, has been appointed to the new role of Reception Manager.
7. **Friends and Family Test:** all practices are required to undertake this survey which asks how likely is a patient to recommend that practice to others. The results have been very positive. Of 335 responses, 217 said Extremely Likely and 100 Likely. Only two said Unlikely and four Extremely Unlikely. GE suggested prompting patients to participate as this has increased the number of responses previously. It was agreed to move the reply box from the waiting room into reception to help this. The Suggestion Box was also mentioned. Although not greatly used, comments are discussed in a practice meeting.
8. **Any other business:**
 - **Same Day Appointment clinics:** JO asked how many slots were available in these: at present, no limit to numbers of patients attending, the only requirement being that they arrive before 11.00am. Recently the number of attendees has been unusually large, thought to be due to a number of seasonal factors including start of term. RP asked about pressure on services and was keen to preserve the SDA. SH enquired about the evening clinic: this is not a walk-in but intended for urgent problems arising during the day, staffed by only one GP. MH thought the current system works well for this practice’s population.
 - **Patients using phones in waiting room:** RN requested a sign suggesting quiet conversations only. A general phone ban was not thought to be workable but a sign will be placed asking patients to be more considerate regarding volume.
 - **New members of staff:** RP enquired about possible new staff, as mentioned at the last meeting. MH replied that either a nurse or nurse/HCA combination had been advertised and a full-time nurse best suited requirements at present, space for two clinicians being one issue to consider. The question of a possible HCA will be considered again in the future.
9. **Date of next meeting:** Thursday 23rd March at 1.00 pm.