PENN SURGERY

2a Coalway Road, Penn

Wolverhampton, West Midlands. WV3 7LR

Surgery Telephone: 01902 333408 Website: [www.pennsurgery](http://www.pennsurgery).co.uk

**PPG Meeting – Wednesday 9th January 2019**

**Attendees Apologies**

Rimi Baden (RB) – Chair Dr Bush (DMB)

Sarah Gaytten (SG) – Vice Chair Jo Burgess (JB) - Secretary

Shirley Crook (SC) Susan Kerry (SK)

Mary Dolan (MD)

David Tarry (DT)

Derek Tromans (DTR)

Lisa Hayden (LH) – Practice Manager

Pamela Colbourn (PC)

Denise Hill (DH)

Hannah Ibbs-George (HIG)

**Welcome**

RB welcomed everyone to the meeting. LH introduced herself to the Patient Participation Group & thanked everyone for attending and supporting the practice. LH joined Penn Surgery in October 2018 taking over from Janice Griffiths.

**Minutes of last meeting**

RB apologised that the minutes from the last meeting had not been processed due to the secretary suffering ill health. These will be available at the next meeting.

**Matters Arising**

No matters arising.

**Penn Surgery update**

* LH explained we have 3 new members of staff. Faye & Tina are in the reception team and Hannah is in the Practice Nurse Team. Dee is now working just 2 days.
* Unity Group (Penn Surgery is part of this group) – from 1st April 2019 Intra health no longer have the contract for Penn Fields medical centre which provide our Out of Hours appointments. The contract has been taken over by Health & Beyond. We are hoping that Unity can still continue to use Penn fields for the Out of Hours services. LH to attend Unity meeting next week and will update the group at the next meeting
* Flu vaccines for the over 65yrs. There has been a national shortage for this new vaccine it has affected not only Penn Surgery but practices across the UK. We are not able to purchase more of these as the vaccines have to be ordered a year in advance LH has managed to locate 200 additional vaccines that we can purchase from a surgery who have surplus stock. Flu vaccines for 2019/20 have already been ordered

**Feedback from PPG Chairs meeting**

SG attended the PPG chairs meeting held quarterly in Wolverhampton. She explained this meeting did not go well due a PPG Chair from a Wolverhampton Surgery being verbally aggressive with the speakers and other group members. SG raised her concerns with Sue Mackie and other group chairs. The forum is going to look into possibly asking this member to leave due to his attitude.

**Primary Care Joint Commissioning**

SG explained to the group her role within Wolverhampton CCG and explained how joint commissioning worked and what the forward view was on this.

**Patient Survey**

A short meeting will be held on 20th Feb 2019 @ 2pm to discuss a new practice survey.

**AOB**

* LH asked the group their thoughts on the posters in the waiting areas. It was agreed that there were far too many. LH to take down information that is no longer relevant and replace this with current updated patient information.
* Appointment / phone lines – LH asked the group how they felt about possibly having 2 telephone lines answering the early morning calls. The feedback was, although it appears to be a good suggestion, the urgent on the day appointments would then be used in half the time. The group are happy to carry on how we are and review it if they feel there is a problem.
* Website – LH is looking into a new surgery website. A demo has been requested. LH will update at the next meeting.

**Date of next meeting – Tuesday 9th April @ 4.30pm**