

PPG Meeting

Wednesday 30th May 2018

6:30-7:30pm

Agenda

1. Welcome and Introductions
2. SWOT Analysis (suggestion by Antoine, PPG Member) – joint exercise by the patients and the Surgery
3. Appoint a Chair

		Action Plan
Strength	Good clinical care Excellent clinical decision Continuity of care Good care management plans Fantastic rapport with GPs Pleasant experience overall Custom-built premises compared to previous cramped building More services available under one roof Can get bp checked on the pod without needing to see a nurse or GP	Partners have a plan to recruit new cohort of GPs and Nurses to sustain the level of care being provided
Weakness	Unable to get through on the phone to Surgery Long hold times on the telephone Unable to see the same GP as before Appointments are gone by 9 in the morning Poor feedback on Surgery access on NHS Choices and on national GP Survey Gets very hot or very cold as the temperature is not well-controlled within the building	The Partners will be speaking to telephone service and plumbers/landlord provider to come up with an action plan
Opportunity	Opportunity for patients to give something back For the PPG to engage with the change process using skills and expertise from various backgrounds of its members Suggestions would be used in Practice Action Plan to improve upon services Ability to work at scale on services provided	Chairperson appointed to take the Lead – Mr Donald Hoodless
Threat	National funding cuts especially in the NHS, and many practices are being closed as a result The building is expensive to run Challenge to find a new partner to sign the leasehold The landlords' response time is long drawn out and issues do not get addressed over long stretches of time	The Partners will be speaking to the landlords to come up with an action plan

The Patient Participation members present unanimously elected Mr Donald Hoodless as their Chairperson. The next meeting will therefore be convened by him in liaison with Muna who has got a mailing list for all members who provided their consent to be contacted by phone, email or post