**Wylcwm St Surgery PPG**

**Date: Tues April 18th ,2017. Venue: Wylcwm St Surgery**

Present. **K Plant**, **C Plant**, **C Keefe, M Harding, T Sharp, S Taylor, R Naylor, J Tyler**

**1. Apologies -**  J Roberts, R Jamil.

# 2. Minutes & Matters Arising -

Minutes from November meeting had been reviewed at informal meeting to meet new Practice Manager J Tyler. CK had made notes at that meeting and fed back to anyone not present on that occasion.

CK proposed acceptance. RN seconded.

**3. Practice Manager’s Feedback –**

JT reported back on matters arising from inspection by Healthcare Inspectorate Wales. She noted that results are available in full on their website, [www.hiw.org.uk](http://www.hiw.org.uk). The “improvement plan” mentioned in particular signage, noting that no road direction signs direct public to the surgery and minor injuries unit. **CP to approach PCC highways dept.**

Access was criticised. Automatic doors were discussed and JT added that leveling of the area in front of the door was also highlighted. This would involve redirecting patients through other doors. **JT to get quote for leveling in front of doors and replacing the double doors.**

Patients questioned as part of inspection had rated the practice as good or very good and atmosphere had received praise. Patient questionnaire and PPG were both noted.

Refurbishment of another doctor’s consultation room and a consulting room for health care assistant were ongoing. In-house warfarin testing software training has been undergone by clinicians.

1. **Patient Questionnaire –**

75% of printed questionnaires have been completed and spreadsheet of results is being worked on**. JT will aim to complete analysis before next meeting and email committee members.**

**Access to building**

See 3 above.

**6. Practice website**

Practice website has been suspended and is being reassessed. An alternative plan to link with a local cluster is being explored.

**7. Mental Health Provision**

C Rosenthal not present to report on this item.

JT pointed out that a MIND counselor will be available for 5 hours per week at the surgery and appointments made by GPs.

**8. AOB**

MH noted that tests being sent to Shrewsbury rather than Hereford caused problems when patients are subsequently referred to Hereford. JT responded noting that there is no IT link between the 2 authorities and that Presteigne practice sends tests to Hereford. JT to investigate the possibility of putting an IT link in place.

KP raised issue of how patients make appointments, noting that one patient of the surgery had thought it was necessary in all cases to phone at 8am for an appointment. It was agreed that the procedure needs clarification. JT noted that Dr Lempert had trialed a morning triage system. Discussion followed on the extent to which a receptionist can prioritise and whether triage training has been received. Meeting agreed that it is appropriate that only a polite request such as “Can you tell me what you want to see the doctor about?” is made.

## 10. Next meeting -

Tuesday June 27th at 6.30pm