

New Silksworth-Patient Participation Group

Minutes 30.04.2019

| Present | Apologies |
|------------------------------------|-------------|
| Patients x8 | Patients x2 |
| Lisa Greenman – Operations Manager | |

Speaker Charlotte Bentley (Autism and Neurodiversity)

Charlotte introduced herself and began with an in-depth course on Autism and Neurodiversity which was both informative and interesting. She spoke at length on this subject and advised she would Email a pamphlet to Lisa (the practice manager).

The new chair then introduced herself and opened the meeting with matters arising.

One group member commented on that he wasn't aware a speaker had been arranged for this meeting and requested Lisa if we could be notified in advance of future speakers booked so more members could attend. **Action: LG confirmed this.**

Contact Email addresses were exchanged between Lisa and members of the group for a quicker and cheaper method of communication. **Action: LG.**

Lisa handed out a 'Surgery round up' hand out distributed as requested from the last meeting.

Diane Kirton the surgery's Advanced Nurse Practitioner dropped in to introduce herself in response to a request for one of the medical staff to attend each meeting initiated at the previous meeting. **Action: LG**

Group advised as the diabetic nurse was absent what were the arrangements for patients. **Action: LG advised arrangement had been made and as an interim measure a nurse would be joining the practice to cover diabetes.**

A member of the group who had cause to highlight an incident he experienced at the city hospital suggested a method to improve services. Information passed to Lisa.

LG highlighted the major financial difficulties which need addressing within the NHS and gave details below:

£247.00 to call out an Ambulance

£124.00 for a single visit to A&E (this is just to register your name at reception)

£32.00 for an appointment with your GP

£16.00 to call NHS111

£0.46 to click on NHS websites

£0.00 for self-care

New Silksworth Medical Practice had **104** (Did Not Attend) appointments in March 2019

Approximate cost to the surgery **£3,328**

Personal issues raised on medical matters. **Action: LG to investigate.**

The group were informed that Healthwatch will be attending the practice Wednesday 29th May 2019 to carry out a general survey.

Due to lack of time other items like the telephone call record response times and queries were delayed until the next meeting **Action LG to address.**

A.O.B. none declared

Meeting rounded up and agreeing an agenda.

The next meeting Tuesday 25.06.2019 at an earlier time **4pm-5.30pm** to allow extra time for the speaker. Details not yet known.

It was agreed between the group and LG the minutes would be accessible on the Silksworth Practice Website