

ELLIOTT STREET SURGERY
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Patient Participation Group (PPG)
Elliott Street Surgery
Thursday 4TH December 2014

Attendees: Mrs (GH)
Mrs (SR)
Mrs (SC)
Dr STH Shah
Mrs P Coupe – Practice Manager (PC)
Mrs S Macafee

Apologies: Mrs (JH)
Mrs (MH)
Mr (BT)

Welcome to all and thanks for attending.

	Minutes of last meeting agreed as correct.
Winter resilience	PC informed the group that between now and March, the Practice is generally inundated with patients coming with coughs and colds. To be able to cope with this, the Surgery will be offering extra appointments on Mondays and Thursdays. The group thought that this was a good idea.
Dr Wilkinson	SR asked if things were going well with the appointment of the new GP Dr Wilkinson, PC advised that all sessions are now covered. SR asked if it was proving useful to have a female GP, Dr Fernandes, PC commented that it was. GH asked if there were any problems with patients sticking with the remaining GP. Dr S said that a number of patients have been seeing him, but will see the other GP's in time. PC informed the group that there had been no negative feedback.
FFT	FFT (Friends and Family Test) is a new way of giving opinions of the Surgery. We have had the relevant cards and collection box delivered to the surgery, although a mistake has been noted on the suggestion cards (the age group of 65 – 74 is missing). The relevant person has been informed of this and will be rectified. For the moment – due to the time scale – the original cards are being used and a box for 65-74 has been added manually.

Notice Board	<p>SR commented on the notice board, she was impressed and had noted the change. SR noted that she is a member of the local Stroke Association and has access to posters and information regarding this local service.</p> <p>PC suggested starting with information about strokes if SR could bring in the posters and information.</p>
AOB	<p>PC informed the group that we are in the process of getting new Carers Leaflets, as the ones we held at Surgery were in need of replacement.</p> <p>SC asked who is eligible to have a flu vaccine:</p> <p>PC advised 65+ and chronic diseases such as COPD, Heart Disease, Stroke and Diabetes, as well as anyone who is a carer. This prompted a discussion about being a carer and the benefits of registering as a carer. Registered Carers are given information of what help is available to them.</p> <p>Christmas opening hours:</p> <div data-bbox="592 936 655 999" data-label="Image"> </div> <p>xmas opening hours 2014</p> <p>SC complimented the surgery on new signs advising patients that the doors open outwards.</p> <p>A discussion ensued about the pressure of work GP Surgeries are facing at the moment.</p>
Next meeting	Thursday 26 th February 2015