

Cadbury Heath Healthcare Patient Participation Group

Minutes of Meeting Held Weds 12 September 2018

Present. Rosemary Dibble (RD) Chair, Richard West (RW), Kath Horne (KH), Mike Armstrong (MA), Alan Hobdey (AH). Anne Hobdey (AnH), Derek Brewer (DB), Linda Morris (LM)

Welcome. RD welcomed everyone to the meeting.

Appologies. S&H Howell, Dr Caia Francis

News.

1. We now have two trainee GPs
2. RD reported she had received a complaint about the 'flu letter and will pass it to LM for possible editing before the next batch is sent out.
3. 5 people have volunteered to drive patients and from the practice if they have difficulty getting here.
4. Following a national survey of patients' attitudes to their practice, Cadbury Heath has finished first in South Gloucs. Nationally, there are higher ranked practices, but they tend to be very small ones, often with patients queuing to see the GP rather than making an appointment.
5. A survey of staff attitudes, had shown very good results, which perhaps explains why we are good at retaining staff.
6. Patient numbers are growing, and two new receptionists have been appointed by internal promotion.
7. The waiting time is currently 2 weeks for routine appointments.

Terms of Reference. To be held over again & KH will resolve the current position with this topic. AH wants the objectives of the PPG to be discussed as part of the review.

Friends & Family. To be deferred in the absence of Vie Dew,

Sepsis. National Sepsis Day is tomorrow. KH referred to the problems with symptoms & wishes to discuss our intended follow up with the GPs.

DNAs. KH was pleased to report that numbers are falling.

There is a **Cluster Meeting** at Cadbury Heath on 14 January, probably at 10.30. RD & RW will attend as they only want two people from each Practice.

Next **Meeting.** Thursday 8 November. 6.15 for 6.30