**Minutes of the Wish Park Surgery Patient Participation Group held on Friday 28th February 2014, from 1.30 – 3.30 pm.**

**1 Present:** Sylvia New (chair) Edward Clay (Secretary), Peter Delahoyde, John Kapp, George Lamb, Ruth Lewis, Mark McKaig, Eileen Odem, Chris Redknap, Silvia Slevin, Richard Spong; and from Wish Practice Dr Duncan Wells, Sanket Patel, Ms Nicola Watts.

**2 Apologies:** Richard Allden, Ann Hart, Jenine Milburn, Madeleine Sailani, Majorie and David Stainright, Jackie Wicks.

**3. Patient Survey 2013:** “Report from the Improving Practice Questionnaire (IPQ)” - Question and Answer Session with GPs and other Practice Team focused largely on telephone appointments, the issue on which the survey indicated the lowest level of patient satisfaction and in person same day appointments from 8.30. Comments by PPG members unable to attend will also be forwarded to the Practice,

The group agreed to set up informal working group chaired by Richard Spong including Sanket for Practice, [membership to be agreed at next meeting] to look at needs and appointment problems of different groups of patients such as the disabled, parents with school age children, working adults etc. Dr Wells reported on new systems being trialed in Brighton and Hove. The group would identify potential ways such as upgrading the telephone calling system, early start to appointments etc. in which access might be improved in preparing for the move to the new premises. **Action:** Richard and Sanket

The group noted the extremely positive ratings (all 2/3rds or more “Excellent”) for all aspects of the actual consultations with doctors.

The group also noted the highly positive inspection report in December on the Practice by The Care Quality Commission: the link is:

<http://www.cqc.org.uk/sites/default/files/media/reports/1-542388806_Wish_Park_Surgery_INS1-545804058_Scheduled_29-01-2014.pdf>.

**4. Minutes:** of the AGM of 4.01.14 accepted. **Action: Sanket** to post on the website.

5. **Matters Arising from AGM 8 Jan 2014**

a) Membership update:

Sylvia and Edward with Sanket have updated the list which now includes 31 patients (26 email and 5 requesting paper copies), Sanket representing the Practice and managers of 4 non-patient care homes and sheltered housing. In future all members will be contacted by email on a bcc basis for reasons of patient confidentiality.

b) Parking and patient access at the new surgery:

Sylvia and Edward reported on what had been learnt from the meeting with Councillors Garry Pelzer Dunn and Anne Pissaridou and responses to enquiries by Councillor Pissaridou to Council officials as set out in a letter from the Committee to the Practice Partners:

* that a Transport Plan for on-street parking and access immediately outside the new premises is required; this could take up to 18 months to implement
* the Councillors and officials advise that the Practice ought to take steps as soon as feasible to come up with proposals based on anticipated needs that can be included in a Traffic Plan
* and then to consult with other interested parties such as West Hove Infant and Junior School governors and Marmion Road residents before submitting the proposals to the Development Office as soon as practical.

**Action: Sylvia and Edward** - to keep PPG informed of developments and included in the consultation about the Traffic Plan.

c) PPG Flier and group email address: new edition of flier circulated to PPG; this edition includes the PPG email address <**wishparkpatients@gmail.com****>** which all are free to contact, but is only accessible by the Chair, Secretary and Sanket, who responds directly where he considers a reply from the Practice is appropriate.

Other matters were held over until next meeting due to length of discussion on Survey:

a. Practice Website (Action Sanket)

b. Group Photograph (Action: Jenine)

c. PPG Poster (Action: Sylvia) d. PPG Network information update (Action: Sylvia) e. Change of Rule on term of committee members in each position.

**9. Date and time of the next meeting:** Wednesday 7th May at 6.30 pm