**Wish Park Surgery PPG Minutes for Meeting on Wed 17TH October 2018, 1400 – 1530 at 191 Portland Road, Hove**

1.  Attendance: G. Arlidge (Chair), G. Barnes (Wish PS Practice Manager), J Kapp, C. Rednap, Madeleine Sailani (Spokesperson for disabled), David Selo, Louise Mabbs, E. Clay (Secretary)

2.  Apologies:   S. New, R Spong

3. Minutes of Meeting on Wednesday 18 July 2018 were approved. Action: to be posted GB

4. Practice Information:

Patient Numbers were 7338 on 07/10/18, a small reduction, suggesting that numbers have stabilised at just over 7000; and if so this will make organising medical care and administrative support easier to plan.

Clinical Staff departures and recruitment.

Dr Well as well as the 2 practice nurses will be leaving at the end of November. Sonia Watson will join the practice as a full time Nurse Practitioner (NP) on 01/11/18 able to undertake a wider range of patient appointments previously only GP responsibility. [**Greg to clarify, if for example she can make referrals to hospital specialities**.] Two new Practice Nurses are expected to join on 01/11 and 08/12/18.

The practice will for the foreseeable future have 2 partners, Dr Hamid and Dr Amin, 3 contract GPs (Drs Evans, Nightingale and Shingardia) and Sonia Watson, Advance Nurse Practitioner, as well as three trainee doctors up to Aug 2019.

Administrative staff: Sanket Patel, the 2nd practice manager, has left the practice for personal reasons and the PPG would like to wish him well in his future career.

Patient Appointments System: this is undergoing extensive change, as GB explained in detail to the group:

Earlier booking by phone at 8.15 introduced and has reduced the initial pressures at around 8.30am.

Practice Assist (PA), a CCG organised remote telephone consultation service will be introduced from 1 November. In future patients will on contacting the practice to make an appointment be offered one of three alternatives depending on [Greg please give the following criteria]

* a GP or Nurse Practitioner Appointment,
* -or a timed telephone consultation with a PA doctor or
* a telephone consultation with a GP/NP.

Weekend bookable in advance appointments will be available from ­­­­­------ at Benfield or Mile Oak Surgeries were the on duty GP would have full access to a patient’s Wish Park surgery records.

Some procedures (e.g. ear syringing) will be available in the future in a designated practice in the western area.

IN VIEW OF THESE MAJOR AND COMPLEX CHANGES IT WAS AGREED THAT THE PRACTICE WOULD URGENTLY NEED TO INFORM PATIENTS OF WHAT IS HAPPENING. POSSIBLE WAYS OF DOING THIS INCLUDE:

1. PLACING FULL DETAILS ON THE PRACTICE WEBSITE IN A STRAIGHT FORWARD COMPREHENSIBILE FORM.
2. NOTIFYING PATIENTS BY TEXT AND/OR EMAIL TO ACCESS THE FULL DETAILS ON THE PRACTICE WEBSITE.
3. NOTICES IN THE SURGERY.
4. FLIERS IN THE SURGERY.
5. OTHER POSSIBLE LOCAL SOURCES OF INFO SUCH AS NOTICES IN WEST HOVE DIRECTORY AND POETS PAGES

Careful training would be needed for desk and telephone staff in explaining the options to patients.

The established practice of assigning patients to an individually named GP would also be under review.

Other practice developments: Internet in surgery is expected to be installed by November; Facebook, Newsletter is on hold. (GB)

A WIDER MEETING WITH PATIENTS TO DISCUSS THE CHANGES TAKING PLACE – SOMETIME IN SPRING (MARCH OR APRIL)

5. Parking and patient access – New Traffic Regulation Order from 23rd July has banned on pavement parking and appears successful. The new on street arrangements of a doubling loading/unloading bay plus one extra P&D bay will be reviewed after 6 months. The PPG regard this as unsatisfactory, and so Edward Clay, Madeleine Sailani and Councillor Pelzer Dunn (Wish Ward) met on 17th morning to demonstrate serious problem of access for wheelchair patients and take photos of other issues. Edward will write to Council officials on behalf of the PPG in cooperation with local Councillors.

6.  Membership update:  GB assisted in updating the membership list and the meeting agreed that steps were needed to increase membership (GA)

7. Art Workshops for patients (deferred to next meeting SN)

8. Arts committee (deferred to next meeting SN)

9. Postbag: no questions to the practice from members unable to attend.

10. AOB: JK’s suggestion that the practice should consider group consultations for patients was discussed and GB indicated that it would be an agenda item for a practice meeting.

**10.**The date of next meeting, the AGM to be in early January 2019 (to be confirmed)

11. The meeting ended at 3.30 pm