**Wish Park Surgery PPG Minutes for AGM on Wed 6th Feb 2019 from 1030-1200 at 191 Portland Road, Hove**

1.  Attendance: Graham. Arlidge (Chair), Greg Barnes (Wish PS Practice Manager) , John Kapp, Mark McKaig, Sylvia New (Vice Chair), Chris Rednap, Sathi Sivapragason, David Selo, Edward Clay (Secretary)

2.  Apologies:   Peter Delahoyde, Madeleine Sailani. Richard Spong

3. Minutes of Meeting on 17 Oct 2018 were approved. Action: to be posted GB

4. Matters arising (including items carried over) considered below.

5. Chair’s Report: Graham Arlidge presented his report, which is attached to these Minutes. Graham noted the challenges that the practice had faced, with changing clinical staff (Drs Evans and Wells leaving the partnership and the latter also the practice) and administrative staff, the CQC review critical on some administrative and back-up processes. The practice had introduced important innovations including the trial Practice Assist, joining in the West Area Cluster 4 in providing weekend appointments; meanwhile feedback nevertheless hovers around a positive 85%.

6. Membership Update: numbers are stable: 34 individuals plus 7 institutional members. It was agreed that efforts need to be made to increase and broaden the age range of membership and this could be attempted thru using texting as the group’s function is to contribute to improved health and well-being thru the practice. Action: EC andGB

7. Practice Information: a. Manager’s update: Patient Numbers were approaching 7500: 7489 on 07/02/19, an increase of 151 (2%) since October.

Clinical Staff The practice now has 2 partners, Dr Hamid and Dr Amin, 3 contract GPs (Drs Evans, Nightingale and Singardia) ; 2 practice nurses and Sonia Watson, Nurse Practitioner from end April, as well as three trainee doctors (2 from April to Aug 2019). Administrative staff: still looking for replacement 2nd practice manager. Overall the recruitment situation in the area is extremely tight and competitive for both clinical and administrative staff.

Patient Appointments System :

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

Practice Assist (PA), a CCG organised trial remote telephone consultation introduced from 1 November: it is taking about 100 calls a week with 1/5th of requests then coming back requiring appointments. This will be reviewed by the CCG, but seems relieving pressure of non-urgent and routine calls;

Weekend bookable in advance appointments: these are available at Benfield or Mile Oak Surgeries where the on duty GP will have full access to a patient’s Wish Park surgery records. This is part of collaboration with other western area Cluster 4 Practices.

On-line Appointments: presently about 2% (1500) patients have registered but pre-bookable appointments are rarely available. The practice is intending to trial making some appointments available after the end of the high pressure winter period.

Possible areas for inter-practice collaboration: Some procedures (e.g. ear sringing) may be available in the future in a designated practice in the western area. Another possible area is visits to Care and Nursing Homes where this practice has 150 patients in 16 sites. The CCG is looking into on-line consultation.

b. Parking and patient access – 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. Graham, Edward and Madeleine Sailani with Peter Delahoyde did a photo session to demonstrate serious problem of access for wheelchair patients and other access issues. Edward has shared with local Counciilors, shown as a Powerpoint to the city’s PPG Network, that is now asking all PPGs to review and report back on access and parking outside their practices.

c. Other anticipated developments: music was provided before Christmas and the licence renewed; WIFI and a practice newsletter are ideas on hold

8. Arts committee: there is general satisfaction at improvement in surrounding for both patients and staff brought about by the art works on display. However the trial Art Therapy sessions had been disappointing becasueof the lack of participation

9. Election of Committee for 2019: Graham Arlidge, Chair, Sylvia New, Vice chair, and Edward Clay offered to continue for one more year, and these self-nominations were approved by the meeting.

10. Postbag: no questions from members unable to attend.

**10.**AOB: JK drew attention to the empty upstairs premises designated for health care related use which could be used for community health; GB speculated that this space would eventually be converted to flats in the absence of commercial interest.

11. The meeting ended at 12.10 pm

12. Next Meeting : Wednesday 6th March at 1030-1200.

file: Minutes\_AGM\_060219.docx