**Ayton and Snainton Medical Practice**

**Joint Reception Meeting**

Minutes of the meeting –

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| **Present** | MV, KK (minutes), AL (Chair), TS, LS, PC, SP, SH, IR, DL, EF, JD, AF | **Action** |
| **Apologies** | PS, KS, SG, HA |  |
| **Minutes of last meeting** | Reviewed | **KK to put the PPG e-mail QR code on the new website - done** |
| **1.** | Dr AF explained that he is a public governor for the hospital trust which represents constituents and holds the trust board to account. |  |
| **2.** | Update from MV on behalf of the Practice –  PS is retiring end April. MV will be Practice Manager. No plans to recruit into MV's position at present.  Planning permission for the Ayton Surgery extension will be going in shortly.  New style website has gone live. Website viewed – feedback from the group, look into the possibility of putting patient processes such as applying for Firearms licence on the site, Compliments & Concerns rather than Complaints & Feedback, take out the ethnicity, age, gender etc questions on the PPG section of the site. | **KK to make the changes where possible - done** |
| **3.** | East Ayton Housing Development – MV advised that it will affect our appointment availability etc however we constantly look at our data therefore we will be able to adjust things from there. These developments tend to happen gradually so we won't need to make any changes suddenly. |  |
| **4.** | EF advised that she is looking to move house but the whole family wants to make sure they stay within our area in order to stay registered at our practice. |  |
| **5.** | SP gave a presentation on the Integrated Care Board Patient Engagement Meeting which she attended. Please see the link attached to this e-mail and have a look at what was covered. |  |
| **6.** | 3 monthly prescriptions – AL raised following a query raised by patients via the PPG e-mail address. MV explained the reasons why we only issue one monthly prescriptions, ie. reducing medication waste. |  |
| **7.** | Booking appointments online – SP raised. MV advised that we are currently revising what we offer as bookable online. SP advised that this must be putting pressure on the phone system. Quite a few PPG members would prefer a call queuing system on the telephones. SH from the library to be put in touch with SR/KK in order to potentially work together re the NHS app and the Sixth Form project. |  |
| **8.** | Changes to patients meds post hospital discharge – Patient discharged from hospital with quantity of drug, then the surgery awaits the discharge letter in order to dispense the correct meds going forward. Discussion regarding discharge letters between AF & MV. AF spoke about Patient Knows Best for patients to look at their hospital appointments – the Trust is below the required standard at present though. |  |
| **9.** | Memory questions – a patient has raised concerns to DL re memory assessment (way the questions were asked). Without the patient details MV advised that we couldn't take it any further as it may have been from concerns raised by family or neighbours etc. |  |
| **10. Any other business** | PC raised that he has never known a practice as good as this, he is very impressed. |  |
| **11.** | From SP, Hackness Road PPG are having a health info day at Newby Scalby Community Hall Saturday 2nd March 10-2pm |  |
| **12.** | SH from the library will contact/speak to SR/KK (as previously mentioned) |  |
| **13.** | TS is currently working on a poster specific to our local parkrun. SP will spread the word with the U3A group as they have a walking group called the Peasholm Plodders. |  |
| **14.** | IR queried whether the CQC inspection information is up to date as we haven't had an inspection for quite some time. MV advised that it is correct and that when an inspection takes place they tend to ask for feedback from the PPG. The PPG advised that they are happy to help at this time in any way they can. |  |
| **15.** | Dr AF advised how to contact the governers of the hospital trust with queries about York & Scarborough Hospitals. They are currently dealing with many issues following the most recent CQC report last year. |  |
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| **Next meeting** | 1.30pm on Thursday 21st March at Ayton Surgery |  |
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