

## Minutes of PPG Meeting Wednesday 25<sup>th</sup> February 2015

**Present:** Dr M Hainsworth, Jackie Smith (Practice Manager), Louise Bissett (Dispensary Manager), Matt Brewer (ANP), Maurice Goulding and David Payne.

**Apologies :** Mary Ruffell, Sue Corp, Tina Davies, Martin Rodgers, Angela Rodgers, Penny Morland, and June Carpenter.

The minutes from the last meeting were approved.

### **New Matters**

**1. Matt Brewer Advanced Nurse Practitioner.**

Dr Hainsworth introduced Matt to the PPG and apologised to him for the poor turnout. Matt discussed his role in the practice and explained his career path.

Essentially he works alongside the GP as an independent practitioner. He is fully able to prescribe diagnosis and refer when required. The only exceptions being ante natal matters, gynae and minor ops. Matt works 5 open access mornings per week and 4 afternoons. He also undertakes home visits.

**2. End of Year Report.**

Jackie gave the members a copy of the Annual PPG Survey report. Both gentleman present agreed to sign it off and also were prepared to make themselves available for any forthcoming CQC inspection.

**3. Friends and Family test**

MH discussed the current "Friends and Family" test. This is a way of the NHS gathering feedback based on one simple question:

How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

These forms are available throughout the surgery and there is a box in the waiting room for completed forms.

Jackie asked that PPG members make patients aware of this if they can.

**4. Bildeston Surgery Carers Group.**

Louise discussed the Family carers group that she runs in the practice along with Suzanne from reception. The group meets on a monthly basis at the surgery, where support for carers is provided alongside tea, cake and a variety of other activities and outside speakers. The group is now in its 3<sup>rd</sup> year and proves very popular. Louise and Suzanne would like to

raise awareness of this group which is self-funded by the carers themselves. If any members of the PPG know anyone that would benefit from this please let Louise know. Mr Payne and Mr Goulding were both unaware of the group and felt it was a very worthwhile cause.

### **Any Other Business**

Dr H discussed a “mission statement” for the practice with the emphasis being on access.

Dr H also wanted to thank his managers and staff for all their hard work last year during very challenging times.

**Next meeting Wednesday 13<sup>th</sup> May 6pm.**