

Devonshire Green and Hanover Medical Centres PPG Group, Meeting
Minutes, Thursday 25th January 2018.

Surgery representatives: Dr E Allsopp (EA), Sarah Denton (SD)

Apologies: Deirdre Malesa (DM)

1. Discussed the importance of the PPG group and how we can try to recruit more members. Various ideas discussed for the practice and group to take forward:
 - Word of mouth from existing group members
 - Approaching local tenancy/residents associations (obtain information on these from the council)
 - Target couples (if ones attends, the other may be more inclined to)
 - Ask at the Mosque next to Hanover
 - Encourage student representation
 - Ask in the waiting room
2. EA gave a practice update. Staffing – an advert has been out since June 17 for a GP but we have not yet managed to recruit. This is not unique to us, other surgeries are having the same issues. We are now looking at alternative types of clinician but key is finding the right person and educating patients to feel comfortable seeing a different clinician. As part of this we will need to look at how our clinics are set up - looking at triaging etc, perhaps over the phone.
3. Updated that we have a member of the admin team going off on maternity and have offered a contract to our apprentice who has just completed her apprenticeship with us.
4. SD gave an overview of the work she and DM are doing in relation to looking at access using IT programmes provided by the CCG. SD and DHM are going to be presenting the findings to partners at the end of Feb. Stressed the importance of online access and the group agreed that Thursday afternoon workshops to promote online for prescriptions and appointments would be a good idea. The group said that they didn't think the 5pm calling for appointments was suitable for all and it is difficult to get through. They are all advocates for the drop in service.
5. EA gave an update on buildings and talked about the proposal to create a city GP service. Explained that we do not have the space to make improvements. One building will mean fewer staff and more space for shared clinics and attached staff. Looking towards the end of 2019 if this goes ahead. The group felt that having everything under one roof e.g GP's physios etc would be a benefit.
6. EA explained about the ongoing work we are doing within our neighbourhood of other surgeries and how we are supporting each other. Updated was given on the use of the hubs

and how our GP's can now book our patients in to see Doctors at the hubs if appropriate. EA advised that the discussion regarding opening on Thursday afternoons was ongoing and whilst it would be happening we don't have a date as yet.