

Glebe Surgery PPG Meeting 24th January 2017

Attendance:

Dr Keir Newsom
Mr Paul Spells
Mrs Susan Smith
Mrs Pam Healy
Mrs Liz Burt
Mrs Joy Hammond
Mr Jim Samson
Mr Peter Hayes
Mr Mike Collins

- **Welcome.**

Mr Paul Spells welcomed everyone to the meeting, and in particular a new member. Mr Mike Collins.

- **Actions from last meeting:**

- We have introduced more specialised roles for our Reception Team due to the gradual increase in technical back office duties, as GP surgeries take on more administrative tasks.
- We are integrating our Nursing and Reception team through joint projects such as Long Term Care Management for our patients

- **Glebe Patient questionnaire:**

The results for the period to January 2016 to date were reviewed in the meeting. There is normally a lag in the system of collecting and publishing patient data via the N.H.S Patient survey web site.

We continue to enjoy a very high satisfaction rating, even through a particularly demanding period where we had our CQC inspection. The table below compares us with the Coastal West Sussex CCG Average.

Access (from GP patient survey Jan 2016)

Question	Glebe	CCG
Easy by phone	98	72
Helpful reception	95	88
Recommend	94	79
Good surgery	93	86
Preferred GP	92	56
Appt good	92	74
Opening	82	72
<15 mins	70	62
Not too long	63	57

Caring

- **Updates from last meeting:**
 - We have changed our patient texting system to provide a more flexible service that allows us to change the message, use for campaigns, such as Flu, and also allows the patient to text back and cancel their appointment if they cannot make the allotted date/time.
- **Update on building our Team:**
 - All of our Doctors are now Partners. The latest Dr C.Woodhams joining the Partnership in January 2017.
 - We continue to work on improving the level of Nursing resources and have an advert out for a GP Practice Nurse at present.
 - We have introduced the position of Assistant Practice Manager in the last year to help support the Practice because our existing Practice Manager, Sue, has reduced her hours.
- **CQC Inspection:**
 - We had our CQC inspection on 12th September 2017 and our overall rating was GOOD. A good rating can still sometimes require a certain level of improvement but we actually achieved a “GOOD” rating in all aspects of our services and across all of our patient group types. An excellent result
- **Forward Plans:**
 - Dr Keir Newsom explained that we have a planning application in progress for a much needed new surgery. The Glebe Surgery provides a significant contribution towards the Coastal West Sussex Clinical Commissioning Group, (CWS CCG), Estates strategy plan. We are working within a CCG framework for delivering

improved services to the Chanctonbury Locality and GP Practices are developing plans to work together.

- **Suggestions:**
 - Add our CQC results to the screen message
- **Thankyou**
 - A thankyou to everyone that attended, it is very much appreciated
- **D.O.N.M.**
 - T.B.A