

but would revisit the issue if the problem persisted. However, generally the Practice was not aware of any significant issues with the new doors. The SO reiterated that future plans included the installation of a new internal disabled door to improve access to further improve access.

ITEM 2 – 2013 PPG ACTION PLAN

SO informed the PPG that although funding would cease for Practice PPGs under the new CQC structure from April 2013 Merchiston Surgery would continue with the PPG concept because of the associated benefits for both the Practice and patients. Consequently, the PPG needed to identify items for inclusion in the 2013 Action Plan. After discussing the following topics were included:

PARKING

A lack of available parking for patients was an ongoing issue and the PPG wanted to explore the possibility of increasing the parking area by cutting back/removing the inner shrubbery surrounding the boundaries of the Practice. The PPG highlighted the possible concern of neighbouring properties, restrictions regarding the removal of any bushes and the potential costs involved. Initially the Practice would identify exactly where the boundaries are with regard to the boundary bushes/shrubs and investigate the feasibility of increasing the parking area available to patients.

SO

COMMUNICATION

All PPG members agreed that communication generally could be more effective. Specifically with regard to informing/reminding patients of the appointment/prescription processes, home visits procedure and general information about the Practice particularly when any changes occur. It was felt that key to any improvement would be the installation of an electronic message board. Although this had been explored last year the company involved (Community Network) decided due to a lack of sponsorship from local businesses not to proceed with the project and revisit at a later date. The PPG felt that this should definitely be revisited with local pharmacies approached to assist with funding, particularly Lloyds Stratton who are heavily reliant on Merchiston prescriptions to maintain their business viability.

INHOUSE PHARMACY

Due in part to ongoing issues with Lloyds Stratton Pharmacy the PPG also wanted to revisit the possibility of a pharmacy being built on the Merchiston site and the associated benefits. The SO

agreed to look into the matter and discuss with the Partners.

As an aside the PPG requested that the Practice prescription form is changed with the reference to Lloyds Stratton removed and left blank in order to make it easier for patients to choose a pharmacy of their choice.

ACCESS TO APPOINTMENTS

All present agreed that any improvement in the availability of appointments would be worth investigating. A recent trial conducted at the Practice by the Primary Care Foundation (PCF) had produced some interesting results and a number of suggestions on how the Practice could operate differently and increase the number of available appointments. Therefore, the Practice will conduct a number of trials in the coming weeks based on the PCF recommendations and if deemed successful will be implemented on a permanent basis. The trials will include restructuring the telephone operating system regarding the routing of patient telephone calls and distribution of staff resources. In addition some GP surgeries will be restructured into smaller blocks of appointments with more standardised breaks in between to increase flexibility for the scheduling of home visits and associated administrative tasks.

ITEM 3 - PREMISES ENHANCEMENTS

SO informed the PPG that the three new consulting rooms would be officially opened on 25 Mar 13. Two rooms would be used by Practice GPs which would alleviate the problem of a lack of available consulting rooms particularly on a Monday. The plan for the remaining consulting room was to rent it out to outside health organisations that would provide additional onsite services for the benefit of patients. SO announced that an agreement was already in place for Care UK to provide facilities to cater for the majority of scan requests for patients who would otherwise have to travel to GWH. If successful Care UK would hold weekly clinics.

A PPG member highlighted that Premier Medical held clinics at a number of different locations and may be another possible tenant.

The money generated by renting out the rooms would offset the construction incurred by the Practice and provide additional funds for further investment in the Surgery.

SO

**Reception
Manager**

SO

<p><u>ITEM 4 – DATE OF NEXT MEETING</u></p> <p>It was agreed that the date of the next PPG meeting would be Wed 5th June 2013 at 6pm.</p>	
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(Original Signed)

Wayne Price
Office Manager

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