

<p>Staffing Changes</p>	<p>Marilyn reported that we had appointed a new salaried GP – Dr Tom Robinson – in September 2018</p> <p>She also reported that Dr Taylor would be retiring in March 2019.</p>	
<p>GP TeamNet</p>	<p>Marilyn reported on a new tool that the practice was piloting in collaboration with the other two Clifton practices, called GP TeamNet. This was an internal computer tool that allowed us to share policies, pathways and contact information to help keep the practices up to date.</p>	
<p>Future Plans</p>	<p>Marilyn reported that we will be taking back the ordering or prescriptions from the pharmacists from 1 April 2019. This had been trialled elsewhere in the City and is working very well. Marilyn confirmed that vulnerable patients will still be able to have their prescriptions ordered by the pharmacy and delivered.</p> <p>Dr Collins explained that it was good practice for patients to order themselves where possible as it helped to reduce waste and queries.</p> <p>Recall Dates – Marilyn also advised that we would be moving all recalls to the month of a patient's birthday and do all recalls for that patient, where possible, at the same appointment so that it reduces the need for patients to attend for multiple appointments. This will also be happening from April 2019.</p> <p>Marilyn pointed out that we are still working to meet increasing expectations within limited resources.</p> <p>We are also trying to increase our carers register and to spread the word so that anyone who has a carer, or is cared for, could contact the practice and we can signpost them to appropriate support.</p> <p>We are also continuing to promote on-line services.</p> <p>Finally, in the future there are plans to have email and skype consultations, although information around this was limited at the present time.</p>	
<p>What can we do to improve</p>	<p>Marilyn asked the group on ideas they may have to improve the service.</p> <p>The suggestion of a TV was made to deliver health messages. Marilyn advised that we were looking at the possibility of a screen on a totem.</p> <p>Miss Priest asked about cryotherapy. Dr Collins explained that we no longer did it as the funding was no longer available.</p>	
<p>Development of the Group</p>	<p>It was still planned to try a virtual group once we have staff available to manage it.</p> <p>It was suggested that we prepare a publicity campaign for the PPG to try to encourage new membership, as it was important for patients to be involved.</p>	

<p>Feedback from patients</p>	<p>Mr and Mrs Murden advised those present that they were Change Makers and how they help deliver health messages in relation to Cancer. They also do a slot on Radio Nottingham sometimes and will be doing some promotion around National Cancer week which is week commencing 4 Feb 2019. Mr and Mrs Murden said that volunteers are always wanted.</p> <p>Mr Deaton asked for clarification on the turnaround time for prescriptions. Dr Collins explained the procedure and that 48-hours should be allowed for the prescription to be processed. It was unusual for them to take longer unless there was a query.</p>	
<p>Any Other Business</p>	<p>Marilyn asked if they could feedback their experiences on NHS Choices or complete a Family and Friends questionnaire as feedback was important to the practice.</p> <p>Marilyn also mentioned that the practice was preparing for a possible CCQ visit and when they visit they would very much appreciate members of the group speaking to them on the day.</p>	
<p>Date of Next Meeting</p>	<p>To be arranged</p>	<p>Practice</p>