**AMP GROUP PRACTICE**

**Minutes Arising from PPG Meeting**

**Held at Mexborough Medical Practice in the Conference Room**

**22 October 2019**

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| **Attendees** | Claire Davis (Chair); Jo Brown (Business Manager); Amy Faley (admin);  |
| **Introduction – New Business** **Manager****Minutes of last meeting** **Update from last meeting****PCN Update – Doncaster North****Development and Change****Presentation****Date of next meeting** | The chair introduced Jo Brown to the meeting, who is the new Business Manager at AMP Group. Jo will be working as part of the senior management team across the AMP Group.Presentations were given by Mr Lancer, ENT and Mr Bagley, Consultant Bowel Surgeon and discussions were held around the telephone system.We asked our telephone company to send us statics of the incoming calls, time taken to answer, busiest times and how many calls were dropped. Results showed the busiest time was between 8am – 10.30am. As a result, we have implemented a new rota, with additional staff answering calls between these times. We are also in the process of employing 3 new members of staff.Time taken to answers calls, calls were monitored and some staff were not following the 90 second rule, this was delaying them answering other calls. To remedy this, we are now prompting online bookings, encouraging patients with queries to ring late morning or afternoon time, continue to monitor.It was suggested that PPG membersexchange email addresses with Amy, so they can provide feedback or suggestions to further improve things. Any suggestions made will be brought to the table at the next meeting. The PCN monthly meeting is chaired by clinical directors Professor Kumar and Dr Teanby-Clark. We are currently working on our vision for the next 12 months and building relationships with 3rd sector organisations. This Thursday, with the help of Paul Burton, our Integrated Neighbourhood Project Co-ordinator, we are holding a ‘roadshow’ with various market stalls over at Askern. Our PCN specific priority in the North is:* To continue our current Extended Hours agreement with the North Doncaster PCN Member Practices.
* Selected staff from member practices to undertake Group Consultation Training to improve the management of chronic conditions.
* Consider The Time for Care programme to look at how teams in practices can work differently to support in the development of PCN’s
* To employ x2 Clinical Pharmacists for our PCN under additional roles and organise how they will work within our member practices.
* To complete QOF Prescribing Safety and End of Life Indicators as a North Doncaster PCN Network.
* To work closely with DCCG Medicines Management to reduce opiate, Benzodiazepines and hypnotic prescribing.

In collaboration with DCCG Medicines Management Team to go LIVE and engage member Practices with a date to stop prescribing OTC medications and encourage self care.* To fully understand the role of the Social Prescriber, the services they offer and how we can work in partnership with them to optimize patient care.
* To help facilitate the North Doncaster Integrated Neighbourhood Project Co-ordinator to host Health and Well-being events throughout the North Doncaster PCN. These events will help raise awareness to both staff and patients of the health, social care and local community groups services that are available.

Today we welcome Mr Abid din, Lower Limb Consultant17th Dec – Mexborough Medical Practice |