

**Minutes of the Patient Participation Group Annual General Meeting (AGM)  
Held on Monday 5<sup>th</sup> October 2015**

**Present:** Maureen Flanagan (Chair), Howard Marshall (Secretary), Anne Potter (Vice Chair), Janet Biddlecombe, Eileen Lewis, Beth Nelson, Veronica Williams, Lindsey Anderson (Assistant Manager), Dr Paul Danaher (Practice Partner).

**Apologies:** Kateryna Bray, Betty Jablonksi, Joanne Jablonski and Lisa Lovell.

NO.	ITEM	ACTION
1.	<p>Maureen Flanagan opened and chaired the meeting.</p> <p><b><u>Previous Minutes</u></b></p> <p>Minutes accepted as an accurate version.</p>	
2.	<p><b><u>Matters Arising</u></b></p> <p><u>2a) Action List from Meeting of 20 July 2015 Review – Appendix A</u></p> <p><b>Text Message Reminders:</b> The problem with Text (SMS) message appointment reminders was due to the computer that connects the practice to ‘System One’ was not being left on over night, this was preventing the reminder texts being sent out. Problem resolved.</p> <p><b>On-Line Appointment System:</b> this item to be carried forward to next meeting. Paul mentioned that there is now an App on IOS (Apple) and Android devices to access ‘System One’. HM managed to successfully download it during the meeting.</p> <p><b>Layout of Patient Seating:</b> Lindsey to source suitable tape.</p> <p><b>Down Stairs Toilet Flush</b> – repaired.</p> <p><b>TV/DVD for Children’s Play Area:</b> HM had researched requirements and cost of applicable licences to show live TV or DVDs and had passed onto Lindsey for consideration. Lindsey needs to review what licences the Practice currently has – on-going.</p> <p><b>Receptionist Badges:</b> Some members of the Group said that there were still some receptionists not wearing their ID badges – Lindsey to continue to monitor.</p> <p><b>Poster to Advertise ‘Patients Way of Communication’:</b> Lindsey showed the Group a draft poster which the Group approved off. Lindsey to arrange printing of a large version.</p> <p><b>Leicester Participation Forum Meetings:</b> MF and HM have so far attended 2 of these meetings which are held every 6 weeks. A lot of discussion had taken place over the last 2 meetings on Did Not Attended (DNAs). One forum member has offered to convert each Practices DNA</p>	<p>Lindsey</p> <p>Lindsey</p> <p>Lindsey</p> <p>Lindsey</p> <p>Lindsey</p> <p>Lindsey</p>

NO.	ITEM	ACTION
	<p>details into a basic line graph. He said that later, he might be able to expand this detail. He said that graphs can easily show any improvements that each Practice makes. The last meeting there was a guest speaker from Leicester Clinical Commissioning Group (CCG) Mr Jeremy Bennett (Strategy and Implementation), who spoke about Social Subscribing.</p> <p><b>4f) Groby Road MC becoming Self Sufficient:</b> Since the last meeting, HM had done a lot of research into what other PPGs within Leicester use as terms of Reference or Constitution. MF &amp; HM stressed that for the Group to continue to function, there still needed to be a 2 way flow of information between the Practice and the Group, which Paul was in agreement. Refer to Agenda item 5 below.</p>	See item 5 below
3.	<p><b><u>Election of PPG Committee Officers</u></b></p> <p>Chair: MF said she was prepared to stand again; meeting agreed to re-elect MF.</p> <p>Vice Chair: HM said that in case MF was unable to attend a meeting, the Group should elect a Vice Chair; AP said she was prepared to take on this roll; meeting agreed to elect AP.</p> <p>Secretary: The Group currently did not have a Secretary as Lindsey had been carrying out this role; HM said he was prepared to stand and had been assisting Lindsay with the minutes in recent months; meeting agreed to elect HM.</p>	
4.	<p><b><u>Practice Update</u></b></p> <p><b>a) Potential New Extension:</b></p> <p>Paul said that the practice had been granted planning permission for the extension to both the upper floor (loft area) and to the side so that additional consulting rooms could be added. Also a lift was going to be installed and the main door made more assessable by wheel chair users; power assisted doors was one consideration. Paul said that work was planned to commence in one weeks time and had to be completed by end March 2016. During the work, the reception area will be reduced in size and whilst work is ongoing in the roof space, the upstairs consulting rooms would be out off bounds. He said that there would have to be more telephone appointments during the building work due to the reduction of available consulting rooms.</p> <p>Paul went on to say that the Practice is looking to employ another GP.</p> <p><b>b) Referrals:</b></p> <p>Responding to a PPG member's question, Paul said that there was a £400 million deficit for Leicester over the next 5 years, but said that GPs in Leicester are NOT being incentivised to reduce referrals.</p>	

NO.	ITEM	ACTION
	<p><b>c) Reception Governance of Appointment Requests –</b></p> <p>Better Care Together - Paul said that the Practice is looking to encourage patients to self care. He would like to see the receptionists discuss in more detail with the patients problem/concern to see if they really need an appointment. This would only ever happen over the telephone. If the receptionist can't make a decision to offer an appointment, he/she will pass onto a GP.</p> <p>The Group thought this was a good idea and a poster should be placed in reception explaining it and also include an article in the Practice Newsletter.</p> <p>Training would need to be carried out first, then advertised to the patients.</p>	<p><b>Paul</b></p>
<p>5.</p>	<p><b><u>PPG Constitution</u></b></p> <p>HM passed round draft copies of The  Constitution for the Groby Road MC and after briefly explaining the content, asked that those present take copies away. MF said that it should be the main agenda item for the next PPG meeting. Spare copies were handed over to Paul so he could pass around fellow partners for their comments.</p> <p>MF said that she will invite representatives from other PPGs to onne of our meetings that she has met whilst attending the Leicester PPG Forums with HM.</p>	<p>ALL PPG Members and Practise Partners</p> <p>MF</p>
<p>6.</p>	<p><b><u>Newsletter Review</u></b></p> <p>Lindsey said she was in the process of preparing the next newsletter, which would feature many items discussed during this meeting: DNAs; Changes to the Practice Building; self help and long term management of health issues such as Heart problems, Asthma, Diabetes, etc.</p> <p>MF to write a short piece on promoting the PPG.</p>	<p>Lindsey</p> <p>MF</p>
<p>7.</p>	<p><b><u>Any Other business</u></b></p> <p>None.</p> <p>Meeting closed 20:12.</p>	
<p>8.</p>	<p><b><u>Date of next meeting</u></b></p> <p>11<sup>th</sup> January 2016</p>	



**APPENDIX A**

**Patient Reference Group Meeting 20/07/2015  
ACTION LIST**

<b>No.</b>	<b>Action</b>	<b>Person Responsible</b>	<b>Due Date</b>	<b>Update</b>	<b>Completed</b>
2a	Text Message Reminders - investigation	Lindsey	5/10/15	Refer to minutes	Yes
2a	On-Line Appointment System problem	Lindsey	5/10/15		Carried over to next meeting
2a	Layout of Patient Seating – warning tape on legs	Lindsey	5/10/15	Lindsey to obtain marker tape.	
2a	Downstairs Toilet Flush - temperamental	Paul	5/10/15		Yes
4a	TV / DVD / Atmospheric music in Children's Play Area	Lindsey / HM	5/10/15	Refer to minutes	Carried over to next meeting
4c	Receptionists Badges	Lindsey	5/10/15	Some still not wearing them	Situation to be monitored
4d	Poster to advertise 'Patients Ways of Communication'.	Lindsey	5/10/15	Group happy with Lindsey's proposal.	Lindsey to arrange printing.
4e	Leicester Patient Participation Forum Meetings attendance by Groby Road PRG members	Lindsey	5/10/15	Refer to minutes	Meetings held every 6 weeks.
4f	Groby Road PRG becoming Self Sufficient	ALL PRG Members	On Going	Refer to minutes	Carried over to next meeting

**APPENDIX B**

**Patient Reference Group Meeting 05/10/2015  
ACTION LIST**

<b>No.</b>	<b>Action</b>	<b>Person Responsible</b>	<b>Due Date</b>	<b>Update</b>	<b>Completed</b>
2a	On-Line Appointment System problem	Lindsey	11/01/16		
2a	Layout of Patient Seating – warning tape on legs	Lindsey	11/01/16		
2a	TV / DVD / Atmospheric music in Children’s Play Area	Lindsey / HM	11/01/16		
2a	Receptionists Badges	Lindsey	11/01/16		
2a	Poster to advertise ‘Patients Ways of Communication’.	Lindsey	11/01/16		
4a	Practice Extension	Lindsey / Paul	11/01/16		
4b	Reception Governance of Appointments	Paul	11/01/16		
5	Groby Road PPG Constitution	ALL PRG Members	11/01/16		
6	Newsletter Review	Lindsey	11/01/16		