

**Minutes of the Patient Participation Group Meeting  
Held on Monday 10<sup>th</sup> April 2017**

**Present:**

**Name**

Maureen Flanagan (MF)	Chair
Howard Marshall (HM)	Secretary
Anne Potter (AP)	Vice Chair
Janet Biddlecombe (JB)	Member
Eileen Lewis (EL)	Member
Jacqueline Smith (JS)	Member
Veronica Williams (VW)	Member
Chris Worrall (CW)	Member
Dr Paul Danaher (PD)	Practice Senior Partner

**Apologies:**

Joanne Jablonski (JJ)	Member
Betty Jablonski (BJ)	Member
Dinesh Vadgama (DV)	Assistant Practice Manager

No.	ITEM	ACTION
1.0	<p><b>Meeting Opening</b></p> <p>Maureen Flanagan (MF) opened and chaired the meeting. A special welcome was extended to our new member CW.</p>	
2.0	<p><b>Minutes of Meetings Held Friday 13<sup>th</sup> January 2017</b></p> <p>Minutes were accepted as a true and accurate record.</p>	
3.0	<p><b>Matters Arising from Meeting Held 13<sup>th</sup> January 2017:</b></p>	
3.1	<p><b>System One On-line Workshops:</b> DV and HM met with Amanda from AgeUK 24<sup>th</sup> March and agreed a date of 22/05/17 to hold the training. A local wifi hotspot will be set up to enable participants to access the Internet. DV and HM will both be present to assist with the System One registration and login process (DV) and general Internet assistance (HM). PD said the Practice will promote the day in the waiting area/reception.</p> <p><i><u>PD pointed out that participants will need to bring ID with them in order to register with System One.</u></i></p> <p><i><u>Post meeting note: The training will NOT be taking place on 22<sup>nd</sup> May, a new date will be advised in due course.</u></i></p>	PD/DV
3.2	<p><b>Guest Speaker from Leicester Forums:</b> Both MF &amp; HM thought that the Chair of the Leicester PPG Forum, who has attended several PPG meetings within the Leicester City CCG (Clinical Commissioning Group) area since her election as Chair to the Forum last year, would be a good choice to speak to our PPG.</p>	HM/MF

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No.	ITEM	ACTION
3.3	<p><b>Poster re Keeping Children Under Control:</b></p> <p><i>NO action yet.</i></p>	ALL/DV
3.4	<p><b>Disabled Access:</b> There are still serious problems with the lift for which nothing has been done. MF offered to come to the Practice and speak to the manufacturers/installation company.</p> <p>It was also reported that there are problems with the outer powered assisted door for those patients in wheelchairs or with mobility scooters. There is a bell next to the door and the PPG recommended that patients use this to call a receptionist to come out and assist.</p> <p><b><u>PD to inform Wendy Goodhew, Reception Manager, that patients will be using the bell.</u></b></p>	PD
3.5	<p><b>Seating in Waiting Room:</b> No action yet.</p> <p>[13/01/17 minute] - DV to look into replacing the seating with seats that have built in arm resets to assist the elderly and infirmed getting up and out of the seats.</p>	DV
3.6	<p><b>PPG Meeting with Practice:</b> PD suggested that the PPG have a meeting with the full clinical staff (Doctors and Nurses) during one of the PLT (Protected Learning Time) in-house days. Agreed to arrange for a meeting either during the June or July PLT. PD to advise a date.</p> <p>[13/01/17 minute] - MF had previously suggested that it might be helpful if PRG members were involved in an end of year review / audit with the practice; this would ensure that standards were being met in accordance with the Care Quality Commission (CQC) requirements.</p>	PD
3.7	<p><b>Waiting Room –</b> Whilst sitting in the waiting room prior to going up to the Committee room prior to the PPG meeting, it was noted that the waiting area was too hot.</p> <p>A member mentioned that an air freshener would be useful to have in the waiting area due to bodily odours – it was pretty bad during the evening of the meeting.</p> <p>[13/01/17 minute] - Whilst carrying out the surveys, it had been noticed by those carrying out the survey and reported to the receptionists, that the heating was not working in the waiting area and towards late morning it was getting cold. HM had E-mailed DV on 2 occasions with some pointers as what to look for with a view to helping to resolve the problem.</p>	DV
4.0	<p><b>Election of PPG Officers</b></p> <p>HM pointed out that the last elections of the PPG were October 2015. Existing officers were available for re-election.</p>	

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No.	ITEM	ACTION
4.1	<b>Chair:</b> MF proposed by AP, seconded by VW; all agreed; MF re-elected.	
4.2	<b>Vice-Chair:</b> AP by proposed by MF, seconded by JB; all agreed; AP re-elected.	
4.3	<b>Secretary:</b> HM proposed by MF, seconded by JB; all agreed, HM re-elected.	
5.0	<b>Practice Update:</b>	
5.1	<p><b>CQC Draft Report</b> - The Practice has received the draft report following the CQC (Quality Care Commission) re-inspection of Friday 27<sup>th</sup> January 2017. PD was very pleased to announce that the Practice has been awarded an overall rating of <b>GOOD</b>. This was very good news and the PPG acknowledged that the Practice staff had put a lot of hard work into gaining this revised rating. PD said that the CQC report had made several positive references to the work of the PPG.</p> <p>However, the section of the report titled 'Are services responsive to people's needs?' the Practice was only awarded 'Requires Improvement' which was based on the Patient Surveys.</p> <p>PD said he would forward a copy of the draft report to the PPG.</p> <p><b>Note:</b> The PPG will be reviewing the survey results.</p>	<p>PD</p> <p>PPG</p>
5.2	<p><b>Practice Staff</b> – PD gave an update saying that Dr and partner Linda Lucraft had decided to retire and Drs and partners Paul Bethell and Tatiana Leichenko had decided to leave Leicester, returning back to Norwich. Drs Paul Danaher and Caroline Rabbitt are the only two partners left. PD went on to say that there are no plans to have any additional partners.</p> <p>The following new medical staff have joined the Practice: Dr Tripathi (known as AJ) who will be available Tue, Wed, Thur and Fri) and a new Practice Nurse Sian Harper. HCA (Health Care Assistant) Sarah Goodwin is back full time.</p> <p>Helen Reynolds, Advanced Nurse Practitioner has returned and is available 2 days a week. <b><u>Notices had been placed around the Practice advertising Helen's availability but needs to be advertised on the Practice Web Site.</u></b></p>	<p>DV</p>

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6.0	<p><b>Patient Experience Survey</b></p> <p>PD said that DV needs approval from the PPG of the Patient Survey results before he can post them on the Practice web site. <b><u>The PPG gave PD that approval. PD will inform DV of the decision.</u></b></p> <p>[13/01/17 minute] - DV said he would make the results available in some form on the Practice website. The group said they would like to have a separate meeting to review the results in more detail if DV can give them a copy of the presentation slides.</p>	<p>PD / DV</p> <p>MF/HM</p>
7.0	<p><b>PPG Objectives:</b></p> <p>[13/01/17 minute] - MF informed the group that they should set out objectives for 2017 in conjunction with the Practice. This subject will be carried forward to next meeting as PD had to leave the meeting at this point.</p> <p>After a long discussion, the following new objectives for the PPG were put forward:</p> <ul style="list-style-type: none"> <li>• Yearly meetings with the Practice Medical Team.</li> <li>• Recruit more patients to the PPG.</li> <li>• Put on or organise events such as walking groups.</li> <li>• Hold events in the Practice waiting area to promote health issues such as attending regular clinics and check-ups such as Asthma, Hypertension, NHS Health Checks, and Flu Vaccination. – MF suggested holding the first one on the same day as the AgeUK System One On-Line training. It was also suggested that tea and coffee could be laid on. PD said he could arrange for an hot water urn to be made available which could be located in the children’s play area;</li> </ul> <p><b><u>Post meeting note:</u></b> there is no electrical point in that area.</p> <ul style="list-style-type: none"> <li>• End of Life Care Plan.</li> </ul> <p>HM pointed out that the PPG Constitution currently has a set of objectives; however, he will circulate copies of the current version to members when he sends the minutes out for further comments. HM will put this topic on the agenda for July’s meeting.</p>	<p>HM</p>
8.0	<p><b>Leicester PPG Forum Reports</b></p> <p>Nothing new to report other than the Leicester PPG Forum is now working very well and in the interests of PPGs within the Leicester City CCG area. Each month members can update the meeting about their PPG, outlining any problems but also achievements etc.</p> <p><b><u>Note:</u></b> The Leicester PPG Forum meets once a month at the Merlyn Vaz health Centre, usually the last Thursday of each month; however this date can change to avoid clashed with other related activities and or meetings.</p>	

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9.0	<p><b>Newsletter</b></p> <p><i>There still has been no progress on this so will be carried forward to the next PPG meeting.</i></p> <p>The following items still remain contenders for inclusion in the next Newsletter:</p> <ul style="list-style-type: none"> <li>• Did Not Attends (DNAs) – include a short article.</li> <li>• System Online – further workshops.</li> <li>• NHS Choices – this is the UK's biggest health website so it will be useful to have a short article about it in the newsletter.</li> <li>• Protected learning time – once a month GP surgeries are closed – Groby Road MC closes the 3<sup>rd</sup> Wednesday of each month.</li> <li>• Patients can 'Self Certify' for first week's sickness</li> <li>• How to keep well when got a cold</li> <li>• Wheel Chair users – Receptionist can provide assistance</li> <li>• Article about the CQC Report</li> </ul> <p>MF &amp; HM to provide some articles for the Newsletter and forward them to PD and DV.</p>	ALL
10.0	<p><b>Self Management of Minor Illnesses and Minor Illness Clinics</b></p> <p>This item has been covered under item 5.2 – Practice Staff.</p>	
11.0	<p><b>End of Life Care</b></p> <p>HM reported that at his request this was placed on the agenda of January's Leicester PPG Forum Meeting; however response was poor with only one member E-mailing details to HM, but they did not cover what the PPG was looking for.</p> <p>A discussion took place on the Power of Attorney / Lasting Power of Attorney which covers two important features:</p> <ul style="list-style-type: none"> <li>• Health and Care Decisions</li> <li>• Financial Decisions</li> </ul> <p># It is possible to have a DIY version which can be registered with the government and can be either download from the Internet for £80 or posted for £82 each.</p> <p>This item will be discussed further at the next PPG meeting.</p> <p># Minute corrected 28/09/17.</p>	ALL
12.0	<p><b>Any Other Business</b></p>	
12.1	<p><b>PPG Social Event</b> – MF apologised for not having done anything about this so far but has had family health problems. She suggested a lunch time meal, probably sometime in June and will be in touch with members to discuss suggestions.</p>	MF

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<b>12.2</b>	<p><b>Receptionists: MF</b></p> <p>MF requested that reception staff are reminded of the importance of empathy and understanding when dealing with relatives of seriously ill patients when contacting the surgery with requests. She highlighted an issue where a member of staff had suggested that the caller call back the next day despite the caller advising that they were calling from the hospital and was needed to be by the patients bedside. PD advised that he would reinforce the need for understanding in such circumstances.</p>	PD
<b>13.0</b>	<b>Date of the Next two Meetings and Meeting Closure</b>	
<b>13.1</b>	<p><b>Next meetings</b></p> <p>Friday 14<sup>th</sup> July 2017 at 13:00 at Groby Road MC.</p> <p>Monday 9<sup>th</sup> October at 18:30 at Groby Road MC.</p>	
<b>13.2</b>	<p><b>Meeting Closure</b></p> <p>The meeting closed 20:15.</p>	