

**Minutes of the Patient Participation Group (PRG) Meeting  
Held on Friday 13<sup>th</sup> January 2017**

**Present:**

**Name**

Maureen Flanagan (MF)	Chair
Howard Marshall (HM)	Secretary
Anne Potter (AP)	Vice Chair
Janet Biddlecombe (JB)	Member
Betty Jablonski (BJ)	Member
Joanne Jablonski (JJ)	Member
Eileen Lewis (EL)	Member
Jacqueline Smith (JS)	Member
Veronica Williams (VW)	Member
Dr Paul Danaher (PD)	Practice Senior Partner
Dinesh Vadgama (DV)	Assistant Practice Manager

**Apologies:**

No apologies received

No.	ITEM	ACTION
1.0	<b>Meeting Opening</b>  Maureen Flanagan (MF) opened and chaired the meeting.	
2.0	<b>Minutes of Meetings Held Tuesday 4<sup>th</sup> October and 2<sup>nd</sup> November 2016</b>  Minutes were accepted as an accurate version.	
3.0	<b>Matters Arising &amp; Action List of Meetings Held 04/10/16 and 02/11/16</b>  <u><i>Note: where an item appears on the 'Action List' and is also an agenda item, it will be covered in the main body of the minutes.</i></u>	
	<b>f) System Online Workshops:</b> DV to contact Age UK to see if they are prepared to help out. HM said he is prepared to assist at the next workshops.	DV
	<b>6) Guest Speaker from Leicester Forums:</b> An opportunity has not arisen to speak to the person concerned.	HM/MF
	<b>8.2) Poster re Keeping Children Under Control:</b>  <i>NO action yet.</i>	ALL/DV
	<b>8.3) Mums and Toddlers Meeting:</b> A poster has been put up in the waiting area.	

**Minutes of the Patient Participation Group (PRG) Meeting  
Held on Friday 13<sup>th</sup> January 2017**

No.	ITEM	ACTION
	<p><b>8.5) Disabled Access:</b> There are serious problems with the lift; whilst carrying out the patient surveys, HM had spoken to one elderly patient who refused to use it, saying he had been stuck in it twice. It seems when more than two people travel in it, it stops. MF pointed out that the lift is under warranty and the manufacturers/fitters should be called in urgently to sort the problems out.</p>	DV
	<p><b>8.6) Seating in Waiting Room:</b> 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. Some of the seats as reported by DP at the last meeting are ripped.</p>	DV
	<p><b>8.7) Early Morning Appointments:</b> JB had previously reported that there are still patients queuing outside at 7:45 in the morning hoping to get appointments that morning.</p> <p><i>Still an on-going problem.</i></p>	
	<p><b>8.15) PRG Meeting with Practice:</b> 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>	MF/HM/PD
<p><b>4.0</b></p> <p><b>4.1</b></p>	<p><b>Practice Update</b></p> <p>PD reported that the Practice Manager, Susan Stansfield left the Practice during December 2016, they are not looking at a replacement until after the CQC revisit.</p> <p>DV and Dr George Leather will be undertaking managerial responsibilities for the practice as detailed in the CQC presentation .PD informed the group that Jenny Randell would be assisting and managing the professional development of nursing staff in the practice.</p> <p>See also item 8 of minutes.</p>	
<p><b>4.2</b></p>	<p><b>CQC Report Actions</b></p> <p>The CQC revisit is scheduled for Friday 27<sup>th</sup> January 2017. PD showed the PRG a PowerPoint presentation which will be shown to the CQC. The presentation detailed each of the problem areas highlighted by the original CQC inspection report. The PRG felt that this was a very good presentation and demonstrated the hard work that the Practice had put in since the original inspection.</p>	

**Minutes of the Patient Participation Group (PRG) Meeting  
Held on Friday 13<sup>th</sup> January 2017**

No.	ITEM	ACTION
5.0	<p><b>Patient Experience Survey</b> – DV said that a total of 101 completed surveys had been returned which he had assimilated onto a PowerPoint Presentation. Difficulty in getting appointments was the obvious area that needed attention. Patient satisfaction with their GP /Nurse and their consultation was shown to be good.</p> <p>DV said he would make the results available in some form on the Practice website.</p> <p>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>DV</p> <p>HM/MF</p>
6.0	<p><b>Leicester PPG Forum Reports</b></p> <p>Both MF and HM attend these meetings, which are now held once every calendar month to which representatives of Leicester City based PRGs can attend.</p> <p>The new look forum is now settling down following a re-launch event 8<sup>th</sup> December and a social evening 22<sup>nd</sup> December.</p> <p>The next meeting is scheduled to take place 6pm, Thursday 26<sup>th</sup> January 2017 at the Merlyn Vaz Health Centre.</p>	
7.0	<p><b>Newsletter</b></p> <p><i><b>There still has been no been no progress on this due to time being taken carrying out patient Surveys.</b></i> 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>	<p>ALL</p>

**Minutes of the Patient Participation Group (PRG) Meeting  
Held on Friday 13<sup>th</sup> January 2017**

No.	ITEM	ACTION
8.0	<b>Self Management of Minor Illnesses and Minor Illness Clinics</b> – PD reported that 2 of the nurses had left, (one retired, the other gone to pastures new); however, PD went on to say that Helen is planning on coming back.	
8.1	<b>Minor Illness:</b> PD advised that a review will be undertaken of managing minor illnesses in the practice and that this proposal would involve streaming of patients. This in turn would ensure that the doctors' appointments would be utilized more effectively. He reassured the group that additional training and support would be given to staff involved in this process. The group was not opposed to this suggestion providing it was managed and implemented to ensure that patient care was not compromised and that they were afforded the highest standard of care /service.	PD
8.2	<b>Management of Minor Illness:</b> At the last PRG meeting, PD had asked the PRG their thoughts on Self Management of Minor Illnesses. Topics such as healthy eating, healthy lifestyle, non smoking, and limiting alcohol intake were mentioned  <i>Due to time taken on other agenda items, this to be put onto Agenda for next meeting.</i>	
9.0	<b>End of Life Care</b> - HM said he would ask for it to be included on the agenda of the next Leicester Forum Meeting, scheduled for 26 <sup>th</sup> January 2017 and would report back to the PRG and Practice.	HM/ALL
10.0	<b>Any Other Business (AOB)</b>	
10.1	<b>PRG Objectives:</b> 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.	ALL
10.2	<b>Annual General Meeting (AGM)</b> - HM said that the PRG had not held an AGM since October 2015. MF & HM suggested this takes place during the April PRG meeting. The AGM is when the officers of the PRG (Chair, Vice Chair & Secretary) are elected/re-elected.	HM
10.3	<b>Dates for PRG Meetings for 2017</b> – MF had suggested that it would be a good idea to decide at this meeting future PRG meeting dates for 2017 which can then be advertised within the Practice. HM suggested the following dates:	HM/PD

**Minutes of the Patient Participation Group (PRG) Meeting  
Held on Friday 13<sup>th</sup> January 2017**

No.	ITEM	ACTION
	<ul style="list-style-type: none"> <li>• Monday 10<sup>th</sup> April (the next meeting and AGM) at 18:30</li> <li>• Friday 14<sup>th</sup> July at 13:00</li> <li>• Monday 9<sup>th</sup> October at 18:30</li> </ul> <p>HM would check the dates with PD, who had now left the meeting.</p> <p><b><i>Post meeting note: PD has confirmed he is OK with the proposed dates.</i></b></p>	
10.4	<p><b>Waiting Room Heating</b> – 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
11.0	<p><b>Date of Next Meeting and Meeting Closure</b></p>	
11.1	<p><b>Next meeting</b></p> <p><b><u>Monday 10<sup>th</sup> April 2017 at 18:30 at Groby Road MC.</u></b></p>	
11.2	<p><b>Meeting Closure</b></p> <p>The meeting closed 15:25.</p>	

**Minutes of the Patient Participation Group (PRG) Meeting  
Held on Friday 13<sup>th</sup> January 2017**

**APPENDIX A**

<b>ACTION LIST</b>					
<b>No.</b>	<b>Action</b>	<b>Person Responsible</b>	<b>Due Date</b>	<b>Comment/Update</b>	<b>Completed</b>
3.	9 f) System Online Workshops:	DV	10/04/17	DV and HM have met with AgeUK. 22/05/17 set for training course(s).	
	(6) Guest Speaker from Leicester Forums:	HM/MF	10/04/17	Outstanding	
	(8.2) Poster re Keeping Children Under Control:	ALL/DV	10/04/17		
	(8.5) Disabled Access – Lift problems:	DV	10/04/17	DV to get in touch with manufacture/installer	
	(8.6) Seating in Waiting Room:	DV	10/04/17		
	8.15) PRG Meeting with Practice:	MF/HM/PD	10/04/17		
5.	Patient Experience Survey	HM/MF	10/04/17	Special PRG Meeting to be arranged to review results.	
7.	Newsletter	ALL	10/04/17		
8.1	Minor Illness:	PD	10/04/17	Review to be undertaken.	
8.2	Management of Minor Illness:		10/04/17	To be discussed at next PRG Meeting.	
9.	End of Life Care	HM	10/04/17	HM to request this is placed on the Leicester PPG Forum's agenda.	
10.1	PRG Objectives:	ALL	10/04/17	To be discussed at next PRG Meeting.	
10.4	Waiting Room Heating	DV	10/04/17		