

**Minutes of the Patient Participation Group Meeting  
Held on Monday 14<sup>th</sup> July 2017**

**Present:**

**Name**

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

**Apologies:**

None

No.	ITEM	ACTION
<b>1.0</b>	<b>Meeting Opening</b>  Maureen Flanagan (MF) opened and chaired the meeting.	
<b>2.0</b>	<b>Minutes of Meeting Held Monday 10<sup>th</sup> April 2017</b>  One correction, item 11 - End of Life Care, cost of Power Attorney is £80 to download from the Internet or £82 each (Financial Decisions' and 'Health and Care Decisions') to have a copy posted.  With the correction, the Minutes were accepted as a true and accurate record.	
<b>3.0</b>	<b>Matters Arising from Meeting Held 10<sup>th</sup> April 2017:</b>	
<b>3.1</b>	<b>Systm One On-line Workshops:</b> DV, AP, Harsha Kotecha, Chair of Leicester PPG Forums and HM met with Sumayya Kara of Age UK, who has taken over from Amanda who has left AgeUK. A new date of Wednesday 13 <sup>th</sup> September was agreed. A pre-meeting a week or so prior to the training was suggested by Sumayya – HM to co-ordinate.  DV pointed out that if a patient hasn't got access to Systm One Online, the Practice has a form for patients to request medication.	DV/HM

**Minutes of the Patient Participation Group Meeting  
Held on Monday 14<sup>th</sup> July 2017**

No.	ITEM	ACTION
3.2	<p><b>Poster re Keeping Children Under Control:</b></p> <p>DV has produced a poster, one located in front of the reception and another placed within the children's play area. The Group felt that the wording would be more prominent if it was in red. DV said he would reprint.</p> <p>The Group felt that a sheet of Perspex, held in place by Velcro fitted to the reception wall would a) help prevent the wall from scuffing etc and b) protect the notices placed there.</p>	<p>DV</p> <p>DV</p>
3.3	<p><b>Lift &amp; Disabled Access:</b> An engineer has looked at the lift; verdict is that due to safety, sensors sense if passengers are standing too close to the sides, therefore, passengers have to stand in the middle of the lift, not at the sides. The group suggested a notice to that effect is placed inside the lift.</p> <p>The problem with the door access at the front of the building was solved by fitting a new battery to the door control unit.</p>	<p>DV</p>
3.4	<p><b>Seating in Waiting Room:</b> Quotations are being received for replacement seating but very expensive.</p> <p>The Group pointed out that fresh warning (yellow/black) tape was required at seating feet – a number of patients including some of the PPG group had tripped over the seat legs! – A H&amp;S issue.</p> <p>The 'Group' pointed out that all trips should be recorded by the Practise – DV said that the receptionists fill in Incident Forms and are aware that these forms exist.</p>	<p>DV</p>
3.5	<p><b>PPG Meeting with Practice:</b> PD/DV said that July is an external PLT (Protected Learning Time) meeting, August there is no PLT due to staff holidays; therefore, it was agreed that 20<sup>th</sup> September is the next PLT day that the meeting with the PPG could take place – time 14:30.</p> <p>DV asked HM to write to him stating what the PPG would like to discuss – this is because the Practice have to apply to the CCG for close the practice to patients during PLT and make arrangements for alternative care cover to be put in place. HM &amp; MF to discuss.</p>	<p>HM/MF</p>

**Minutes of the Patient Participation Group Meeting  
Held on Monday 14<sup>th</sup> July 2017**

No.	ITEM	ACTION
<b>4.0</b>	<b>Practice Update:</b>	
<b>4.1</b>	<p><b>CQC Draft Report</b> – MF asked if the patients can ask for copy of the report. DV, yes but there is a cost to cover time and printing; however, an overview of the report is displayed in the waiting room. MF suggested this item is brought up at the next Leicester PPG Forum to see what the practice is at other surgeries, i.e. do other practices display their CQC report, or just the overview.</p>	HM/MF
<b>4.2</b>	<p><b>Practice Staff</b> – PD said that they Becky had left reception and they were currently short of staff; a new receptionist is starting 1<sup>st</sup> August. They are looking at employing another salaried GP for 3 sessions per week.</p> <p>The PPG had learned a patient was told by a receptionist to queue outside as she could not get an appointment over the telephone. HM to add a note to the next newsletter saying that patients should <b>NOT</b> stand/wait outside. <u>To be discussed at the next PPG meeting.</u></p> <p>Members of the ‘Group’ commented that the Physio, whilst he is good, is a bit condescending and has a bit of an attitude and a bit demeaning.</p>	
<b>5.0</b>	<p><b>Patient Experience Survey</b></p> <p>The PPG have given DV their approval for the Survey Results to be placed on the Practice web site. However, DV said that he requires some words from the PPG about the review to accompany the survey results.</p> <p>It was agreed that November 2017 would be a good time to carry out the next survey. The ‘Group’ asked when the Children’s vaccination clinics are held. DV - Monday afternoons. It would be useful to have a presence during one or more of these clinics to obtain the views of the parents.</p> <p>The PPG are to meet (date to be arranged with DV) to review last years Surbey questions and formulate this year’s questions, with a maximum of 10 questions so they can also be placed onto the Praticce web site.</p>	DV/HM/MF
<b>6.0</b>	<p><b>Leicester PPG Forum Reports</b></p> <p>HM/MF asked a few DNA (Did Not Attend) related questions:</p> <ul style="list-style-type: none"> <li>• The ‘Forum’ has asked that PPGs ask their respective practices for details of the number of DNAs.</li> </ul>	

**Minutes of the Patient Participation Group Meeting  
Held on Monday 14<sup>th</sup> July 2017**

<b>No.</b>	<b>ITEM</b>	<b>ACTION</b>
	<ul style="list-style-type: none"> <li>• If a patient is referred to a Health Care Hub, is this recorded by the Practice? DV, no.</li> <li>• How many patients attend the Health Care Hubs? DV said he would have to request the information from the CCG.</li> </ul> <p><b>Note:</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>	
<b>7.0</b>	<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>Refer also to item 4.2 of minutes.</p>	ALL
<b>8.0</b>	<b>Any Other Business:</b>	
<b>8.1</b>	<b>PPG Social Event</b> – The group agreed this is something that should be arranged after the holiday season – from September onwards	MF
<b>8.2</b>	<b>Local Medical Committee (LMC):</b> The PPG had heard that the LMC are balloting all practices across the county regarding closing their Patient Lists.	
<b>9.0</b>	<b>Date of the Next Meeting and Meeting Closure:</b>	
<b>9.1</b>	<b>Next meetings</b>  Monday 9 <sup>th</sup> October at 18:30 at Groby Road MC.	
<b>9.2</b>	<b>Meeting Closure</b>  The meeting closed 14:55.	