



**Minutes of the Patient Participation Group Meeting  
Held on Friday 8<sup>th</sup> July 2016**

No.	ITEM	ACTION
	<p>another batch off.</p> <p><b>f) Systm Online Workshops:</b> LA said that the Practice partners had agreed they can do more Systm Online workshops</p> <p><b>g) Minor Illness Clinic:</b> PD said no progress yet, still looking at Nurse Practitioner.</p>	<p>Practice Staff</p> <p>PD</p>
4.0	<p><b>Practice Update</b></p> <p>a) The Practice is increasing Health Care Assistants (HCA) times to increase appointments thereby relieving pressure on nurses.</p> <p>b) Jenny Randall has been made 'lead nurse'.</p> <p>c) Lizzy Jeffery will become a full time HCA in August 2016.</p>	
5.0	<p><b>Care Quality Commission (CQC) Visit Report</b></p> <p>The report was a bit of a shock to the Practice and a great disappointment as it said the Practice was 'Inadequate' has been placed in 'Special Measures'. PD &amp; LA briefly went through the findings which related to 'Governance' documentation – lack of training, staff meetings, risk assessments during building works etc. There were only 2 medical related matters, an out of date Epi-pen and an unlocked medical cupboard in a nurses room – both of which were put right on the day of the CQC inspection. PD said that a lot of issues highlighted in the report have now been put right. HM and MF said they would be happy to carry out an informal audit prior to the CQC's follow up visit to help check and ensure everything in the report had been rectified. PD thanked them for their offer.</p> <p>A notice will be placed in reception and on the CCG's web site.</p>	<p>PD, HM &amp; MF</p>
6.0	<p><b>Leicester PPG Forum Reports</b></p> <p>Both MF and HM attend these meetings, which are held every six weeks to which representatives of Leicester City based PRGs can attend.</p> <p>The most recent meeting of the Leicester PPG Forum took place yesterday (7<sup>th</sup> July) during which a vote of no confidence was tabled in both the Chair and Secretary. The vote lost 5:6 so the serving Chair and Secretary continued in their roles.</p> <p>There were discussions on a proposed Conference of the Leicester CCG and the Leicester PPG Forum and suggestions from Forum members were invited to send in suggestions for discussion topics,</p>	<p>HM</p>

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	<p>time and venue.</p> <p>Guess Speaker - It was still the intention to invite Stephen (SA) who regularly attends the Leicester PPG Forum Meetings to one of our meetings. HM to arrange.</p>	HM
7.0	<p><b>Newsletter</b></p> <p>Suggestions for the next issue included:</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> </ul>	??
8.0	<p><b>MyPPG Website</b></p> <p>Deferred until next meeting.</p>	HM
9.0	<p><b>Any Other Business (AOB)</b></p>	
9.1	<p><b>Internal Patient Survey</b></p> <p>MF suggested that maybe another internal patient survey be carried out.</p>	MF/PD
9.2	<p><b>Q RISK</b></p> <p>QRISK is a prediction system done on a computer for assessing Heart Attack and Stroke risk. PD said that that a software problem had been identified which has now been fixed. Any patient that the practice thinks has been under estimated will be reviewed.</p>	PD
9.3	<p><b>Lindsey's Replacement</b></p> <p>In the immediate interim, Caitlin O'Halloran was helping out in the office.</p>	
9.4	<p><b>Reception Paintwork</b></p> <p>The poor quality of the paintwork in reception, particular the front desk was brought up again.</p>	Practice
9.5	<p><b>Prescribing</b></p> <p>PD gave an overview of prescribing: the practice is engaged in a review of our prescribing to ensure it is in line with NICE guidelines.</p>	

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	We are also expected to identify savings through adherence to the local formulary which involves changing treatments from expensive brands to cheaper equivalents. Currently prescribing Paracetamol and other over the counter treatments continues but given the pressure on NHS budgets this may change.	
<b>9.6</b>	<p><b>Thanks to Lindsey</b></p> <p>This was Lindsey's last day with the Practice and MF gave thanks to Lindsey for her hard work. A small party of thanks (tea, coffee and cake) followed the meeting.</p>	
<b>10.0</b>	<b>Date of Next Meeting and Meeting Closure</b>	
<b>10.1</b>	<p><b>Next meeting</b></p> <p><b><u>Tuesday 4<sup>th</sup> October 2016 at 18:30 at Groby Road MC.</u></b></p>	
<b>10.2</b>	<p><b>Meeting Closure</b></p> <p>The meeting closed 13:15</p>	

**Minutes of the Patient Participation Group Annual General Meeting (AGM)  
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**APPENDIX A**

**Patient Reference Group Meeting 09/05/2016  
ACTION LIST**

No.	Action	Person Responsible	Due Date	Update	Completed
3.0 a)	Receptionists Badges			All receptionists now have lanyards to hold their badges.	<b>YES</b>
3.0 b)	Poster to advertise 'Patients Ways of Communication'.	WG	04/10/16	Posters now laminated, just need to decide where to place them.	
3.0 c)	Reception Governance of Appointments including text options on System Online.	PD/HM	04/10/16	On going	
3.0 d)	PRG Constitution			Copy needs to be added to the Practice web site.	<b>YES</b>
3.0 e)	Newsletters	WG	04/10/16	Receptionists need to ensure copies are available in reception area.	
3.0 f)	System Online Workshop	Practice staff	04/10/16	Practice to arrange additional workshops	

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<b>No.</b>	<b>Action</b>	<b>Person Responsible</b>	<b>Due Date</b>	<b>Update</b>	<b>Completed</b>
3.0 g)	Minor Illness Clinic	PD	04/10/16	On going, but no progress to date,.	
5.0	CQC Report	PD	04/10/16	A lot of work has been carried out to put right issues raised in report.	
6.0	Leicester PPG Forum Reports – invite guest speaker	HM	04/10/16	On going	
7.0	Newsletter	ALL	04/10/16	Everyone to contribute ideas.	
8.0	MyPRG Website	HM	04/10/16	On going	
9.1	Internal Patient Survey – PRG led	Practice Staff/MF	04/10/16		
9.2	QRISK	PD	04/10/16		
9.3	Lindsey's Replacement	Practice	04/10/16		
9.4	Reception Paintwork	Practice	Practice		