

**Minutes of the Patient Participation Group Meeting  
Held on Monday 9<sup>th</sup> May 2016**

**Present:** Maureen Flanagan (MF) (Chair), Howard Marshall (HM) (Secretary), Anne Potter (AP) (Vice Chair), Janet Biddlecombe (JB), Veronica Williams (VW), Lindsey Anderson (LA) (Assistant Manager), Kateryna Bray (KB), Jacqueline Smith (JS).

**Apologies:** Dr Paul Danaher (PD), Betty Jablonksi (BJ), Joanne Jablonski (JJ) and Lisa Lovell (LL).

CC: Wendy Goodhew (WG), Senior Receptionist

No.	ITEM	ACTION
1.0	<p><b>Meeting Opening</b></p> <p>Maureen Flanagan (MF) opened and chaired the meeting, the usual introductions were made.</p>	
2.0	<p><b>Minutes of Meeting Held 11/01/16</b></p> <p>Minutes were accepted as an accurate version.</p>	
3.0	<p><b>Matters Arising &amp; Action List of Meeting Held 11/01/16</b></p> <p><u>Refer to updated Action List of 09 May 2016 Meeting - Appendix A</u></p> <p><b>a) On-Line Appointment System:</b> Additional slots have been added and with 2 additional GPs, therefore, more appointments hopefully should be available.</p> <p><b>b) Receptionist Badges:</b> Still and on-going problem. MF reiterated that the non-wearing of name badges is something the Care Quality Commission (CQC) will come down hard on. Lindsey Anderson (LA) said she has ordered some lanyards, so the badges can be worn around the neck as opposed to pinned onto clothing. It was suggested that LA discusses the issue with Wendy, the head receptionist. It was further suggested that Wendy Goodhew (WG) be invited to the next meeting.</p> <p><b>c) Poster to Advertise 'Patients Way of Communication':</b> LA said she is waiting for the colour printer to be fixed. The poster will be in the form of a Flow Chart – an example was shown to the meeting. After the meeting, the location of notice boards was discussed, with a view to adding a narrow version to the pillar to the left of reception – see also minute item 7.0.</p> <p><b>d) Practice Extension:</b> This is now complete: On the ground floor extension there are 2 additional clinical consulting rooms, on the first floor: a dedicated phlebotomy room equipped with a special phlebotomy chair and a new clinical consulting room which was previously the 'office'. On the second floor there is a new office for the management team, a committee room and kitchen. A passenger lift has been added, accessed via reception. Also 'powered' openings with associated wall mounted 'door open'</p>	<p>LA/WG</p> <p>LA</p>

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	<p>buttons have been added to the downstairs doors to assist those with disabilities. After the meeting, a conducted tour took place of the new extension and rooms.</p> <p><b>e) Reception Governance of Appointment Requests:</b> Deferred to next meeting due to PD not being present.</p> <p><b>f) Constitution:</b> LA to add copy to the Practice web site. LA to revamp the PRG section on the web site.</p> <p><b>g) Newsletter review:</b> Both MF and Howard Marshall (HM) submitted items for inclusion into the current newsletter. It was noted that copies in reception had run out. LA to mention to the receptionists to monitor stocks of newsletters.</p>	<p>PD</p> <p>LA</p> <p>LA/WG</p>
<p><b>4.0</b></p>	<p><b>Practice Update</b></p> <p>a) LA informed the meeting of the following:</p> <p>Two new doctors, Dr Paul Bethell and Dr Tatiana Leichenko, have now joined the Practice and will be becoming Partners of the Practice in due course.</p> <p>b) Dr Nicola Walker is leaving the practice due to family commitments.</p> <p>c) Two new receptionists are joining the practice.</p> <p>d) Lizzy has completed her training to become a Health Care Assistant (HCA) at the practice, so will shortly leave her role as receptionist.</p>	
<p><b>5.0</b></p> <p><b>5.1</b></p>	<p><b>System Online</b></p> <p><b>Workshops</b></p> <p>Following Michaela's, AgeUK guest visit to the last PRG meeting, a series of workshops took place 16<sup>th</sup> March to give advice to the more senior patients on how to access the features of 'System Online' to make appointments, order prescriptions etc. A total of 20 patients attended the workshops with a waiting list of 25 patients, thereby requiring additional workshops. LA to discuss with the Practice partners the possibility of setting this up – HM said he would be prepared to assist on the day.</p>	<p>LA</p>
<p><b>5.2</b></p>	<p><b>Appointment System</b></p> <p>a) HM raised concerns that there seemed to be a very limited amount of appointments available via the web site (System Online).</p> <p>LA explained that this was partly due to the limited amount of</p>	

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	<p>rooms available during the building works but this is now completed and they have two new GPs who have joined the practice. It should be possible to book a doctors appointment up to two weeks in advance. LA further said that the receptionists now make more appointments available online.</p> <p>b) MF raised the subject of the Minor Illness Clinic which had ceased due to the two Advanced Practitioner Nurses leaving; she asked weather they had considered employing a Practice Nurse to run the clinic. The group would welcome discussions with Dr Paul Danaher (PD) when convenient.</p>	LA/PD
6.0	<p><b>Leicester PPG Forum Reports</b></p> <p>a) Both MF and HM attend these meetings, which are held every six weeks to which representatives of Leicester City based PRGs can attend. Unfortunately there seems to be some animosity between one of the members and the Secretary. HM reported that the Clinical Commissioning Group (CCG) have attended the last two meetings. One of the items discussed was the Health Care Hubs, of which the special Prime Minister's funding has come to an end, albeit with a one month's extension; however, it was very likely that these hubs would be reduced to the two most popular ones from the current four on cost grounds.</p> <p>b) Guess Speaker - It was still the intention to invite Stephen (SA) who regularly attends the Leicester PPG Forum Meetings to one of our meetings.</p> <p><i>Post meeting note: HM has since spoken to SA who said as long as it's not during working hours, would be happy to attend.</i></p>	HM
7.0	<p><b>PRG Notice Board</b></p> <p>After the meeting, the current notice board was looked at and it was thought an additional notice board was required but finding suitable space is a problem. There is a pillar to the left of the reception area which, although narrow, could possibly be used if a narrow board could be found. Notice of the PRG meetings should be placed on it. LA pointed out that they need new types of notice boards as the use of pins is banned due to the danger of them falling or being pulled off.</p>	LA
8.0	<p><b>MyPPG Website</b></p> <p>HM said he had registered onto the MyPPG website but had not actively been involved with it so far due to lack of time. MyPPG is a web based forum with a Leicester section, where members of Leicester's PPGs can discuss topics amongst other users. He will</p>	HM

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	report back to the next meeting with more details.	
<b>9.0</b>  <b>9.1</b>	<b>Any Other Business (AOB)</b>  <b>Appointment Requests</b>  MF asked how many patient appointment requests were made each week and how many are being turned down and how many are referred to the NHS Hubs? Also, are they recorded? LA replied saying no.  MF said we need some form of statistics such as demand versus resources to be made available so that they can be monitored.	LA
<b>9.2</b>	<b>Named Doctor</b>  HM said he keeps hearing in the media about 'Named Doctors' but has never been told who his named doctor is, is it true? LA said it used to be only for patients over the age of 70 but no everyone is now allocated a doctor and if they don't know who it is, they can ask at reception.	
<b>10.0</b>	<b>Date of Next Meeting and Meeting Closure</b>  Wendy, head receptionist to be invited to the next meeting.  <i><b>Post meeting note: due to LA leaving the Practice, the next meeting has been brought forward. <u>Note change of time also.</u></b></i>	LA
<b>10.1</b>	<b>Next meeting</b>  <u><b>Friday 8<sup>th</sup> July 2016 at 12:00 at Groby Road MC.</b></u>	
<b>10.2</b>	<b>Meeting Closure</b>  The meeting closed 14:30.	

**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**

<b>No.</b>	<b>Action</b>	<b>Person Responsible</b>	<b>Due Date</b>	<b>Update</b>	<b>Completed</b>
3.0 a)	On-Line Appointment System problem	LA	30/06/16		Yes
3.0 b)	Receptionists Badges	LA / WG	30/06/16	Still ongoing problem. Lanyards have been ordered.	
3.0 c)	Poster to advertise 'Patients Ways of Communication'.	LA	30/06/16	Waiting colour printer to be repaired. Location of posters to be reviewed.	
3.0 d)	Practice Extension	LA			Yes
3.0 e)	Reception Governance of Appointments	PD	30/06/16	On going – deferred to next meeting	
3.0 f)	PRG Constitution	LA	30/06/16	Copy needs to be added to the Practice web site.	
3.0 g)	Newsletters	LA / WG	30/06/16	Receptionists need to ensure copies are available in reception area.	

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<b>No.</b>	<b>Action</b>	<b>Person Responsible</b>	<b>Due Date</b>	<b>Update</b>	<b>Completed</b>
5.1	System Online Workshop	LA	30/06/16	LA to arrange additional workshops	
5.2 b)	Minor Illness Clinic	LA / PD	30/06/16	Discuss when PD present.	
6.0 b)	Leicester PPG Forum Reports – invite guest speaker	HM	30/06/16	On going	
7.0	PRG Notice Board Location	LA	30/06/16		
8.0	MyPRG Website	HM	30/06/16	On going	
9.1	A.O.B. – Appointment Request Monitoring	LA	30/06/16		