

**Combined Minutes of the Patient Participation Group Meetings
Held on Tuesday 4th October 2016 and Wednesday 2nd November 2016**

Present:

Name	4th Oct 16	2nd Nov 16
Maureen Flanagan (MF) Chair	?	?
Howard Marshall (HM) Secretary	?	?
Anne Potter (AP) Vice Chair	?	?
Janet Biddlecombe (JB)	?	
Betty Jablonski (BJ)		?
Joanne Jablonski (JJ)		?
Eileen Lewis (EL)	?	?
Jacqueline Smith (JS)	?	
Veronica Williams (VW)	?	
Dr Paul Danaher (PD) Partner		?

Apologies:

Name	4th Oct 16	2nd Nov 16
Janet Biddlecombe (JB)		?
Betty Jablonski (BJ)	?	
Joanne Jablonski (JJ)	?	
Jacqueline Smith (JS)		?
Veronica Williams (VW)		?
Dr Paul Danaher (PD) Partner	?	
Susan Stansfield Practice Manager	?	

Note: Due to Dr Paul Danaher (DP) being unable to attend the meeting of 4th October, it was agreed at the end of the meeting to reconvene the meeting when DP was available. These minutes are the combined minutes of both meetings.

No.	ITEM	ACTION
1.0	Meeting Opening Maureen Flanagan (MF) opened and chaired the meeting, the usual introductions were made.	
2.0	Minutes of Meeting Held Friday 8th July 2016 Minutes were accepted as an accurate version.	
3.0	Matters Arising & Action List of Meeting Held 08/07/16 b) Poster to Advertise 'Patients Way of Communication': Since Lindsey leaving the Practice, the poster can not be found. c) Reception Governance of Appointment Requests: HM has investigated the option of cancelling appointments via SMS. Following research on the online forum 'Myppg.com' HM advises that there is NO option to cancel appointments via SMS text messages using the SystmOne SMS Appointment	

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	<p>Reminders.</p> <p>f) Systm Online Workshops: Pending action when the new Assistant Manager is in place.</p> <p>g) Minor Illness Clinic: No progress to report.</p> <p>6) Guest Speaker from Leicester Forums: This is on hold until new Assistant practise Manager is in place and the new Leicester PPG Forum has settled down.</p> <p>7) Newsletter: see main body of minutes.</p> <p>8) MyPPG Website: HM said he is now active on this on-line forum.</p> <p>9.1) Internal Patient Survey: see main body of minutes.</p> <p>9.3) Lindsey's replacement: see main body of minutes.</p> <p>9.4) Reception Paintwork: The waiting room has now been redecorated.</p>	<p>DV</p> <p>HM/MF</p>
<p>4.0</p> <p>4.1</p>	<p>Practice Update</p> <p>Dinesh Vadgama (DV) is the new Assistant Practice Manager and usual working days are Monday, Wednesday and Friday.</p> <p>PD said it is hoped DV will be able to attend future PRG meetings.</p>	
<p>4.2</p>	<p>CQC Report Actions</p> <p>DP said that they meet with the Clinical Commissioning Group (CCG) every two weeks and that the CCG are keen to the Practice get back on track and has helped the Practice produce a report. PD said he would forward a copy to HM so the PRG can comment.</p> <p>PD also said that Dr Caroline Rabbit had taken over the role of the Practice / CQC interface due to Dr Linda Lucraft being on long term sick leave.</p> <p>The Care Quality Commission's (CQC) findings were discussed with the PRG during the July 2016 meeting and a PRG response to the CQC's report has been posted on the Practice Web Site.</p> <p>The CQC had discussed with the Practice the possibility of the PRG meeting with the Practice Partners, the PRG meeting thought this was a good idea and suggested this takes place</p>	<p>PD/HM</p>

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	once a year.	
4.3	<p>Flu Vaccination Clinics</p> <p>This was well run with no queues now an appointment system is in place. A couple of members complained about the vaccinator not interacting with the patient – e.g. no acknowledgement, hello etc.</p>	
5.0	<p>Leicester PPG Forum Reports</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>A new Chair and Secretary are now in place and are working with the CCG to help promote the forum group. The CCG have agreed to fund refreshments during the meetings and have arranged a joint Leicester PPG Forum/CCG event to take place 8th December 2016 – venue to be advised. This event will be an informal evening to re-launch the Leicester PPG Forum.</p>	
6.0	<p>Leicester Primary Care Summit</p> <p>HM attended this event which was organised by Roy Palmer, Deputy mayor, Leicester City Council. The event comprised of representatives from across the NHS in Leicester and included GPs, PPG Chairs and Secretaries, local politicians, Health Watch, CCG. HM passed a report around the group he had produced.</p>	
7.0	<p>Newsletter</p> <p>There has been no progress on this due to no assistant manager in place until very recently. The group discussed several items for inclusion in addition to those already suggested during the July meeting:</p> <ul style="list-style-type: none"> • Did Not Attends (DNAs) – include a short article. • System Online – further workshops. • 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. • Protected learning time – once a month GP surgeries are closed – Groby Road MC closes the 3rd Wednesday of each month. • Patients can 'Self Certify' for first week's sickness • How to keep well when got a cold • Wheel Chair users – Receptionist can provide 	HM, MF, DV

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	<p>assistance</p> <ul style="list-style-type: none"> Article about the CQC Report <p>MF & HM to provide some articles for the Newsletter and forward them to PD and DV.</p>	
8.0	Any Other Business (AOB)	
8.1	<p>NHS Federations – Practice Partner’s Views</p> <p>PD explained that the majority of GP Practices within Leicester City belong to 3 Federations, which are ‘not for profit’ organisations. NHS Federations are where GP practices group together to buy services etc. and yes, they have listed with Company House to be allow for this. Groby Road MC is not currently a member.</p>	
8.2	<p>Poster re Keeping Children Under Control</p> <p>This was once again discussed but was recognised a bit of a sensitive problem as how to request parents keep children under control without causing offence to the parents.</p>	DV
8.3	<p>Mums and Toddlers Meeting – JB wanted to display a poster in the waiting room to advertise the local ‘Mums and Toddler’s’ meeting.</p>	JB
8.4	<p>Glenfield Hospital Children’s Heart Unit – HM said that he had attended a public meeting about the threatened closure of this unit. The lead speaker was Dr Frances Bu'Lock Paediatric Consultant Cardiologist. HM passed around a few forms about the up coming protest march which also had details of the on-line petition. If 100,000 signatures are reached, it has to be discussed in parliament.</p>	
8.5	<p>Disabled Access - AP raised the problem of accessing the waiting room via the front door when using a mobility scooter. It is very difficult to turn round in the limited space between the outer and inner doors and was there any alternative entrance, i.e, the rear of the building? It was suggested that when an appointment is made for a disabled patient, the patient’s advice of access should be recorded on the appointment.</p>	DV/Receptionists
8.6	<p>Seating in Waiting Room – VW raised the problem of getting up from the seats in the waiting room as there is no support (i.e. arm rest) to assist the patient. PD said that they were looking at replacing the seating as some where ripped.</p>	PD / DV

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8.7	Early Morning Appointments – JB said there are still patients queuing outside at 7:45 in the morning hoping to get appointments that morning.	
8.8	Doctors List: JS noted that there were revised Doctors lists on reception.	
8.9	15 Minute Appointments – MF & HM had heard about 15 minute appointments. PD said that he already does 15 minute appointments but this is not advertised.	
8.10	Patient Experience Survey - PD asked if the PRG would be prepared to help conduct another Patient Experience Survey. The following members said they would be prepared to help: HM, MF, JJ, BJ, AP & EL HM to let Dinesh know the names and asked if he could see the proposed survey form. PD said he would ask Dinesh to forward a copy. PD said they were looking at Mid December for the survey. It was agreed that with a practice list of 9000 patients, a survey sample of 200 patients is the target.	DV, MF & HM
8.11	Parking in Staff Car Park – AP was told by a receptionist not to park in the Practice Car Park. PD said if a patient has a mobility scooter, they can and should park it in the disabled spot in staff car park.	
8.12	Self Management of Minor Illnesses – PD asked the PRG their thoughts on this. Topics such as healthy eating, healthy lifestyle, non smoking, and limiting alcohol intake were mentioned. PD said that Paracetamol prescribing is going to be reduced, but long term pain control is not affected.	ALL
8.13	PRG Web Site – HM said he had now registered and paid for a Domain name for the web site, but it will be a few months before he will be able to launch it.	HM
8.14	End of Life Care - PD asked the PRG their thoughts on 'End of Life Care'. A short discussion followed on this sensitive topic. MF suggested we have a separate meeting solely to discuss this. HM to put onto agenda for next PRG meeting.	ALL HM
8.15	PRG Meeting with Practice – MF 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 CCQ requirements.	MF/HM/PD

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No.	ITEM	ACTION
9.0	Date of Next Meeting and Meeting Closure	
9.1	Next meeting <u>Provisional date: Friday 13th January 2017 at 13:00 (lunch time) at Groby Road MC.</u>	
9.2	Meeting Closure The meeting closed 20:00 (4/10/16) and 19:00 (2/11/16).	

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APPENDIX A

Patient Reference Group Meeting 09/05/2016					
ACTION LIST					
No.	Action	Person Responsible	Due Date	Comment/Update	Completed
3.0 f)	System Online Workshop	DV	13/01/17	Practice to arrange additional workshops.	
3.0 g)	Minor Illness Clinic	PD	13/01/17	On going, but no progress to date.	
3.0 6)	6) Guest Speaker from Leicester Forums:	HM & MF	13/01/17	This is on hold until new Assistant practise Manager is in place and the new Leicester PPG Forum has settled down.	
4.2	CQC Report Actions – Key Line Documents Review	PD & HGM	13/01/17	PD to E-mail docs to HM for comment.	
7.0	Newsletter	ALL	13/01/17	Everyone to contribute ideas. This is long overdue.	
8.2	Poster re Keeping Children Under Control	DV	13/01/17	Needs to be carefully worded so as not to offend.	
8.3	Mums and Toddlers Meeting Poster	JB	13/01/17	JB to speak to receptionists	
8.5	Disabled Access	Receptionists	13/01/17	Advise on access to be given at time appointment made.	

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

No.	Action	Person Responsible	Due Date	Comment/Update	Completed
8.6	Seating in Waiting	PD/DV	13/01/17	Difficulty in getting up from seat for those less abled.	
8.10	Patient Satisfaction Survey – PRG led	MF, HM & DV	13/01/17	On-going. At least 100 completed survey forms have been completed prior to Christmas.	
8.12	Self Management of Minor Illnesses	All	13/01/17	To be discussed further at next PRG meeting.	
8.13	PRG Web Site	HM	13/01/17	No progress due to other commitments & hols.	
8.14	End of Life Care	All	13/01/17	To be added to agenda for next PRG meeting.	
8.15	PRG Meeting with Practice	PD, MF & HM	13/01/17	To be discussed further at next PRG meeting.	