

The Charnwood Practice PPG

Meeting Minutes

Date of meeting Saturday 15th June 2013
Time of meeting 11am

Present: Michael Maxwell chair (MAX), Dr. Alison Mawby (AM) Partner, Paul Houseman (PH) Practice Manager, Pat Davies (PD), Minaxi Modi (MM), Pradip Modi (PM), Howard Kendall (HK), Sue Kendall (SK).

Apologies: None received

Item	Issue Raised	Action	Timescale	Owner
1	Max welcomed and thanked all for attending meeting. Apologies for absence received and noted as above.	N/A	N/A	N/A
2	No amendments to previous meetings minutes- signed off.	ALL	CLOSED	MAX
3	Introductions to the new Practice Manager, Paul Houseman.	ALL	N/A	
4	Practice Update & Announcements <ul style="list-style-type: none">A new telephony system is being introduced. It works alongside the current appointment system but means a Patient can call any time of the day/week and book/cancel/check an appointment they don't have to wait until we're open. It's envisaged that this will reduce phone traffic and will improvement patient satisfaction. This should be in place in July. PH asked members of the PPG to test the system. PH will distribute the test phone number.Staffing – Anisa Jussab has joined the Patient Services Team. Kathryn Brain has returned to the Practice as the Senior Practice Nurse Manager. Dr. Akram has left the Practice and we are currently looking to recruit a replacement doctor.MMR vaccine catch-up programme currently underway for those patients that have not being vaccinated - priority is the 10-16 year old cohort.DNA figures to be provided at the	PH	w/c 1 st July	PH

	<p>next meeting, for discussion.</p> <ul style="list-style-type: none"> PH asked the PPG. What is the Practice mission statement? No one knew that it was <i>'Putting our patient's at the heart of everything we do'</i> PH suggested that the PPG should be involved in considering a new mission statement. 	PH	Next PPG meeting	PH
5	PPG meeting location. PH asked if the meeting could be arranged between two locations, Melyn Vaz building and the Whitehouse. Everyone agreed that this would be a good idea in order to make access easier for a wider cross-section of patients.	PH – check building availability	Next PPG meeting	PH
6	Charity - InterCare medical aid for Africa AM - we have now registered for this charity. Members of the public can return their unwanted medicines to us. Details on the process and acceptable medicines, to follow.	PH	Next PPG meeting	PH
7	<p>PPG membership – All to consider ways of recruiting new PPG members.</p> <p>PH to place advert on the new TV screens in both waiting areas.</p>	<p>All</p> <p>PH</p>	<p>Next PPG meeting</p> <p>w/c 1st July</p>	
8	Meeting closed			

Dates of Future Meetings

Dates of future meetings:-

Date	Location	Time
21.09.13	Merlyn Vaz Health Centre	11.00am