

The Charnwood Practice PPG

Meeting Minutes

Date of meeting Saturday 01st February 2014
Time of meeting 11am

Present: Michael Maxwell chair (MAX), Dr. Alison Mawby (AM) Partner, Paul Houseman (PH) Practice Manager, Pat Davies (PD)

Apologies: Minaxi Modi (MM), Pradip Modi (PM), Umar Sabat (US), Howard Kendall (HK), Sue Kendall (SK).

| 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 | Complete | MAX |
| 3 | Practice Update <ul style="list-style-type: none"> • PD has tested the telephone system and reported that there were no issues getting through to the reception team. • PPG membership needs to increase and be more diverse. General discussion and agreement. Promotion of PPG members through photographs needs to be completed. • The draft PPG survey was discussed at length. Good feedback and changes received. Copy attached with meeting minutes. • PH confirmed staff members had been invited to the PPG meeting, but were unable to attend. • Annual Quality Review update. The review was completed in December, the Practice received good feedback across all indicators and was praised for the PPG members 'secret shopper' exercise and the Diabetes One Stop Service pilot. | PD to test. Display PPG photos. Finalise survey end issue. Invite staff. AQR feedback. | Complete Next meeting End of Feb Complete Complete | PD PH PH PH |

| | | | | |
|---|--|----------------------|--------------------------|----|
| | <ul style="list-style-type: none"> Two new staff members have joined the Practice, Alice Murgatroyd and Yasmin Nahar. Working in the administration team. Julie Jackson has joined the Nursing team. Note received from HK and SK. Can the Practice consider informing Patients if the Doctor is running late. | Investigate options. | Discuss at next meeting. | PH |
| 4 | Meeting closed. MAX thanked all attendees. | | | |

Dates of Future Meetings

Dates of future meetings:-

| Date | Location | Time |
|--------------------------------------|--------------------------|---------|
| Saturday 12 th April 2014 | Merlyn Vaz Health Centre | 11.00am |