

# **The Charnwood Practice PPG**

## **Meeting Minutes**

**Date of meeting** Saturday 29<sup>th</sup> September 2012  
**Time of meeting** 11am

**Present:** Howard Kendall MBE (HK), Kate Burden (KB), Clare Sherman (CMS) Practice Manager, Emily Sherman (ES) Margaret Ashmore (MA) , Minaxi Modi (MM), Pradip Modi (PM), Pat Davies (PD), Susan Kendal (SK), Linda O'Neill (LO) Michael Maxwell, Chairperson (MAX), Dr Alison Mawby (AM) Senior Partner,

**Apologies:** Dr Praful Patel (PC) Partner, Mohamed Lahaware (ML)

<b>Item</b>	<b>Issue Raised</b>	<b>Action</b>	<b>Timescale</b>	<b>Owner</b>
1	Max welcomed and thanked all for attending meeting. Apologies for absence received and noted as above.	N/A	N/A	MAX
2	No amendments to previous meetings minutes – signed off	ALL	CLOSED	MAX
3	Matters Arising: HK/SK met with Liz (Health Centre manager) problems with parking at centre. PPG will arrange petition, ask all departments at MV to sign. PPG will then meet again with Health Centre manager to discuss further action. HK asked PM (Pharmacist) if problems getting certain meds. PM said Manufacturers are restricting certain stocks of meds.	HK/SK/CMS	N/A	CMS

4	<p>Practice Update &amp; Announcements</p> <ol style="list-style-type: none"> <li>1. CMS informed PPG New female GP Dr Akram will be Joining Practice in December.</li> <li>2. Dr Jaffer and Dr Mawby will share Minor surgery clinics which will be every 4-6 weeks.</li> <li>3. Department of Health will be vaccinating Pregnant ladies against Whooping Cough.</li> <li>4. The practice has had over 124 patients join within the last few months. We have had 1 new male apprentice join the patient services team called (Jake) and one member of staff will be leaving (Narinder) end of October.</li> <li>5. Update with NHS Health Checks the practice has done 447 health checks within the first 6 months and we are the</li> </ol>	CMS	On-going	CMS
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	<p>2<sup>nd</sup> highest performer in the City.</p> <p>6. Flu delivery is expected first week October.</p> <p>7. CQC By 2013 All GP practices will be registered.</p> <p>8. The practice received 2 compliments from patients saying how efficiently the practice was run and how staff have always been very helpful. AM thought that it would be a good idea to mention this on the website.</p> <p>9. DNA's were up, for every DNA it costs the practice around £48.00 per patient. It was suggested that this information should be made available on the website and the Practice Newsletter.</p> <p>10. Patient forum – Conference on Tue 2<sup>nd</sup> October,</p>			
5	<p>Nominations for Secretary. No Volunteers</p>	ALL	ON-GOING	ALL
6	<p>Patient Survey We have had some responses for questions for patient survey from the PPG. CMS suggested what should be included in questions to be asked.</p> <ol style="list-style-type: none"> <li>1. When patient last visited surgery.</li> <li>2. Overall experience of practice</li> <li>3. Service, Satisfaction, Experience.</li> <li>4. Do patients know opening times of surgery</li> <li>5. Explain in language patient understands.</li> </ol> <p>It was suggested that to get a good response for patients to complete the survey that we - Post survey to patients, available on line, Webb site. Sheridans Pharmacy to supply. Max will send out all the proposed Q's to PPG members to decide which Q's to use. Emily – Will help set up Facebook and Twitter.</p>	ALL	ON-GOING	ALL

7	<p>Any other Business</p> <ol style="list-style-type: none"> <li>1. HK – asked why when booking on line you don't get a reminder of your appt. CMS/MA – Already happening.</li> <li>2. HK – Not being able to book BT appts sooner. CMS – This will be addressed as appears to be a staff error when booking.</li> <li>3. KB – Asked why CQC need to visit practice? CMS advised that the aim is for all GP's in England &amp; Wales to be visited within first year!</li> <li>4. PD – Asked if we could slow the JayX board down so pt's given time to read messages. CMS – Will try to sort.</li> </ol>	ALL	ON-GOING	ALL
8	CLOSE			

Date	Location	Time
Saturday 24.11.2012	Whitehouse Scraftoft	11.00am