

The Charnwood Practice PPG

Meeting Minutes

Date of meeting Saturday 21st September 2013
Time of meeting 11am

Present: Michael Maxwell chair (MAX), Dr. Alison Mawby (AM) Partner, Paul Houseman (PH) Practice Manager, Minaxi Modi (MM), Pradip Modi (PM)

Apologies: Pat Davies (PD), 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	CLOSED	MAX
3	Practice Update <ul style="list-style-type: none"> • A new telephony system was introduced – 28th August. 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 improve patient satisfaction. PH thanked PPG members for testing the system prior to go-live and subsequent feedback post go-live. PH explained in detail the legacy issues and impact on the telephone system. PH outlined the improvement plan. • Staffing – staff leavers – Amin Patel and Gwen Aspden. Staff joiners Zaheriah Rahemtulla and Angela Macklin. 	PH	Complete	PH
4	Nursing team update <ul style="list-style-type: none"> • KB explained the introduction of the following vaccine services: Rotavirus, MMR, Shingles and annual Flu. • KB explain the piloting of a 'Diabetic – 	KB to invite PPG	Beginning of Oct.	KB

	One Stop Service' aimed at reducing the number of times a patient has to visit the surgery and improving our delivery of diabetic care. PPG members welcomed the initiative and request trialling the service.	members to test the service.		
5	PPG meeting location. PPG members felt the Merlyn Vaz location and facilities were good and should be used again.	PH – arrange room for next meeting.	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 available in the reception area.	N/A	Complete	AM
7	<ul style="list-style-type: none"> • PPG membership • PPG members request PPG and staff pictures. PPG members approved PPG pictures. • MAX introduced a new PPG member Umar Sabat. 	<p>MAX to arrange pictures.</p> <p>PH to ask staff.</p> <p>MAX to invite Umar to the next meeting.</p>	<p>Next PPG meeting</p> <p>Next staff meeting</p> <p>Next PPG meeting</p>	<p>MAX</p> <p>PH</p> <p>MAX</p>
8	Meeting closed			

Dates of Future Meetings

Dates of future meetings:-

Date	Location	Time
Saturday 30 th November	Merlyn Vaz Health Centre	11.00am