**The Charnwood Practice PPG Meeting – Agenda**

**Merlyn Vaz Health Centre**

**Saturday 12h November 2016 11am**

**Attendees**

**Present:** Michael Maxwell – Chair (MAX), Angela Macklin (AMM), Dr Alison Mawby (AM), Percyfene Thomas (PT), Pat Davis (PD) & Juliana Hector (JH).

**Agenda**

1. Apologies – Howard Kendall (HK), Sue Kendall (SK), Kathryn Brain (KB) and Paul Houseman(PH)
2. Previous meeting minutes agreed. (MAX)
3. Matters arising from the previous meeting minutes. (MAX)
   * 1. No matters arising.
     2. Action log reviewed.
4. Update from the Leicester City Patient Group Forum Meeting
   * 1. No update presented at this meeting as no one present had attended. The Kendall’s to report back at next meeting.
5. Practice update (AM)
   1. **Staffing** 
      1. **Dr Anna Snodin** has been appointed as a 6 sessional Salaried GP and will be joining The Charnwood team on Monday 5th December 2016.
      2. **Jisha Thomas** has joined the Nursing Team. Worked for the Charnwood Team for a short while back in 2014. Jisha is part of a pilot training and working across 2 practices.
   2. **Services / Projects Updates**
      1. New appointment system – AMM provided an update on the changes made to the appointment system in October and was pleased to report that feedback from both staff and patients had been positive. One of the changes that had been made was no longer offering 14 day advanced appointments but instead having an increased number of shorter term advanced appointments between 2 days and 7 days. AMM reported that making this change had already had a positive impact on the appointment DNA rate and therefore less GP appointments were being wasted.
      2. A new Telephone System – AMM explained that the practice was having major problems with the current telephone system. The team were managing the situation well. The plan to introduce a new phone system and new software had been brought forward and hope to install a new telephone system early in 2017.
   3. **Complaints / Significant Events / Friends & Family Test (FFT)**
      1. **Formal** Complaints – No formals complaints to discuss.
      2. Significant Events – ?????????
      3. FFT update given.
6. AOB(MAX)

AMM asked the attendees if they had any feedback about the surgery and recent changes made to the GP appointment system. JH commented that she has had a great experience especially with the care given to her mother and was extremely happy with the surgery and wanted to know if we were still taking on new patients. AM confirmed that we are registering patients providing they live within the practice boundary. PD commented that she was also very happy with the surgery and from a personal point of view found the telephone consultations really useful when she was too unwell to attend the surgery. PT commented that she found the service that the surgery provides is really good and so too are the staff. When she calls in she finds them really helpful and friendly and does not feel at all interrogated which has been her experience before at other practices. MAX commented that he has been with the practice for 40 years and it is the best it has ever been, infact almost perfect. He commented specifically on his experience a few days ago when he attended the surgery needed an appointment and was helped to secure an online by the help of Yasmin and Georgia (Patient services). MAX was particularly impressed when he found out that Georgia had only been with the practice for a few days.

AMM asked if anyone had heard from the Kendal’s and the Modi’s. As no one had AMM agreed to contact them to check all was ok and give date of next PPG meeting once agreed and the new venue for future meetings.

MAX queried that if he visited the optician and they prescribed medication was it correct that the surgery had to issue the actual prescription and pay for it form the practice budget. AM confirmed this was correct, that Opticians can only recommend a treatment but cannot prescribe directly. The GP would receive a request and be responsible to prescribe the suggested item or an equivalent.

1. Agreed date for next meeting – Saturday 4th February 2017

**Meeting Closed**

**Action Log**

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| --- | --- | --- | --- | --- | --- |
| Ref. | Date | Action | Owner | Update | Status |
| 18/04/15-3 | 18 April 2015 | Staff biography detailing background and training. | PH / AMM |  | Ongoing |
| 12/11/16-1 | 12 November 2016 | Contact The Kendals & The Modi’s to check all Ok and give dates on next meeting | AMM |  | Complete |