**The Charnwood Practice PPG Meeting – Agenda**

**Merlyn Vaz Health Centre**

**Saturday 27th February 2016 11am**

**Attendees**

**Present:** Michael Maxwell chair (MAX), Pat Davies (PD), Howard Kendall (HK), Sue Kendall (SK), Pradip Modi (PM), Minaxi Modi (MM), Percyfene Thomas (PT), Juliana Hector (JH), Angela Macklin (AMM), Dr. Alison Mawby (AM).

**Agenda**

1. Apologies.
   * 1. Paul Houseman (PH) Business Manager, Kathryn Brain (KB).
2. Previous meeting minutes agreed. (MAX)
3. Matters arising from the previous meeting minutes. (MAX)
   * 1. No matters arising
4. Update from the Leicester City Patient Group Forum Meeting.
   * 1. No update presented at this meeting as no one present had attended.
5. Practice update (AMM)
   1. **Staffing**
      1. AMM announced a new member of the Patient Services Team, Bhavisha Khunti, who is with us on a 12 month apprenticeship.
   2. **Services / Projects Updates**
      1. CQC Visit – AMM discussed and explained the CQC visit that took place at the practice on 10.02.16. The management team felt that the inspection went well although only limited feedback and recommendations was given on the day. The full report from the visit would be sent to the practice in approximately 4 months time and would also be published and available in the public domain. AMM also thanked those PPG members who had generously spend time attending the surgery on the day to speak to the inspectors. PT commented that she was asked about how the reception staff communicated and commented that all she had been was honest. PT had told the inspectors how warm and welcoming she feels the reception staff are. PT also gave praise to Dr Mawby (AM) commenting how the surgery has improved since she had joined. HK and SK also agreed that they felt their discussion with the inspectors had been positive.
   3. **Complaints / Significant Events / Friends & Family Test (FFT)**
      1. Complaints – No complaints to discuss at the meeting.
      2. Significant Events – No significant events to discuss at the meeting.
      3. FFT updates – 91% of patients would recommend the surgery to a friend or family member. This month follows general trend of a mixture of extremely likely and likely ratings. Specific feedback complimentary to both the reception team and clinical team.
6. AOB(MAX)
   * 1. PM wanted to congratulate the practice on referring patients for exercise to help with the management of their long term conditions. Following his referral to ‘Active Lifestyle he had lost 4kg in 5 weeks and his Asthma was more controlled. MM added that she had also had similar success since joining the program.
     2. PM asked AM & AMM if the introduction of SCR’s had made any difference in terms of time scales when dealing with pharmacy requests. AM did not feel its introduction had made any difference to this process although it was not a process that we usually measured.
7. Agree Date of Next Meeting
   * 1. Next meeting Saturday 23rd April ’16 11am – 1pm Merlyn Vaz.

**Meeting Closed**

**Action Log**

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| Ref. | Date | Action | Owner | Update | Status |
| 16/08/14-1 | 16 Aug 2014 | Name badges for staff. | AMM | Issued to staff. | Complete |
| 16/08/14-2 | 16 Aug 2014 | Options for PPG marketing. | PH | New website to aid the promotion of the PPG | Complete |
| 16/08/14-3 | 16 Aug 2014 | PPG photographs. | PH | New website with capability to display photographs as an initial step. | Complete |
| 07/02/15-1 | 07 Feb 2015 | Link to the Better Care Together to be added to the Practice website. | PH | Link added. | Complete |
| 07/02/15-2 | 07 Feb 2015 | Draft questions for the Leicester City Patient Group Forum to be email to PPG members for review. | PH | Questions noted and sent to the city-wide PGF. | Complete |
| 07/02/15-3 | 07 Feb 2015 | Remind all admin team members to offer patients access to discuss matters of a sensitive nature in private. | AMM | Staff updated and posters available in reception for patient information. | Complete |
| 07/02/15-4 | 07 Feb 2015 | Update missing members photographs onto the Practice website. | PH | Photographs updated. | Complete |
| 18/04/15-1 | 18 April 2015 | Update Carer and Safeguarding registers. | PH | Safeguarding register now in place. Carer list is work in progress – a project for 2016. | Ongoing |
| 18/04/15-2 | 18 April 2015 | Diabetes Service Review – copies of the review to be made available to Patients. | AMM |  | Complete |
| 18/04/15-3 | 18 April 2015 | Staff biography detailing background and training. | PH / AMM |  | Ongoing |
| 20/06/15-1 | 20 June 2015 | Delayed appointment time – communication method to patients. | AMM |  | Ongoing |