**The Charnwood Practice PPG Meeting Minutes**

**Merlyn Vaz Health Centre**

**Saturday 4th November 2017 11am**

**VENUE – The Charnwood Practice, Internal Waiting Area**

Attendees – Michael Maxwell (MAX) Chair, Paul Houseman (PH), Dr Alison Mawby (AM), Jonathan Mawby (JM), Dr Mahbubur Choudhury (MC), Howard Kendell (HK), Sue Kendall (SK), Pradip Modi (PM), Minaxi Modi (MM), Percyfene Thomas (PT), Pat Davies (PD), Juliana Hector (JH), Charity Paige (CP), Samuel Paige (SP).

1. Apologies received. (MAX)

Angela Macklin, Jagoda Kiesznowska.

1. Agree previous meeting minutes and review action updates. (MAX)

Minor change to date for point 6, should read ’17 not ’18.

1. Matters arising from the previous meeting minutes. (MAX)

No matter arising from the previous meeting minutes.

4. AGM (MAX)

MAX introduced the AGM, the election of PPG officials. MAX stepped down from the role as chair and the AGM agenda was managed by PH.

Chairperson – no nominations received prior to the meeting. HK proposed MAX, seconded by PT.

Vice Chairperson – no nominations received prior to the meeting. HK nominated PM. Seconded by MAX.

Secretary – no nominations received prior to the meeting. All proposed to continue with Practice Management support for this role.

Treasurer – no nominations received prior to the meeting. SK nominated herself, seconded by PT.

**PPG Officials**

Chairperson – MAX

Vice Chairperson – Pradip Modi

Secretary – Practice Manager (Angela Macklin), or nominated official

Treasurer – Sue Kendall.

It was resolved and agreed by the PPG that:

In the event that the Chairperson is unable to attend a meeting, then the Vice Chairperson will run the meeting. In the event that both the Chairperson and Vice Chairperson are unable to attend a meeting, then the Secretary will run the meeting.

5. Practice update (PH)

* 1. **Staffing**
		1. Welcome to our new admin staff member Nahida Gularmrussal
		2. All PPG members welcomed Dr Choudhury to the meeting
	2. **Services / Projects Updates**
		1. New City Hub – leaflets distributed to PPG members. A brief discussion highlighted difficulties that some patients had faced trying to access the service, as the general response when telephoning the service, was that it was fully booked. Dr Choudhury suggested that an alternative route could be utilised via NHS 111.
		2. QED feedback – 5th October the Practice received a visit from the CCG/Public Health in order to review the Quality, Engagement and Delivery of services. The visit was positive and the Practice were commended for their performance and services delivered to patients. The information pack and feedback was distributed to PPG members to review and ask questions. One area of discussion was the action from the QED meeting, to begin to record Shisha and PAAN smoking types. PPG members wished to understand if there was a specific medical coding for passive smoking, for example where patients had been working in an environment where other co-workers smoked. If this resulted in health issues, how was this recorded by clinicians. Action PH: to validate if there is a standard way of coding this type of ‘smoking’ and report back to the PPG.
	3. **Complaints / Significant Events / Friends & Family Test (FFT)**
		1. Friends & Family Test – 97%
		2. **Formal** Complaints - None
		3. Significant Events - None

6. AOB(MAX)

i. Agree meeting dates for 2018 – All agreed

Sat 3rd Feb 2018

Sat 5th May 2018

Sat 11 Aug 2018

Sat 3 Nov 2018

ii. SP recently attended a public meeting of the Better Care Together Programme – this was to talk about the Review of the year 2016/17 12th September 2017. SP stated that the meeting was very informative and interesting information as to where money was being spent. SP distributed the information pack for PPG members to review.

SP also wanted to share how good he thought the Care Plans produced by the practice were. The general discussion was positive and the PPG explored ways of developing this for patients. Patients could obtain their own information direct from the online access to their surgery health care records. For those patients that have the ability to access the information, this would allow them to develop their own personalised care plan and manage their own health outcomes. In addition if they had any queries with the details within their record, the Practice staff could assist in order to make sure all data was accurate.

iii. HK highlighted that the city-wide PPG group were asking about how PPG meetings were progressing. It transpired that many PPG groups do not exist. All members felt the Charnwood PPG is very informative, supportive and well attended.

iv. AM highlighted that one of the observations from the QED report was the low number of NHS choices responses. All patients and PPG members are encouraged to provide feedback via: <https://www.nhs.uk/Services/GP/Overview/DefaultView.aspx?id=37815>

v. All PPG members gave praise to AM for providing a fantastic service to patients and improving health outcomes.

Meeting Ended 12:15

**Next Meeting 3rd February 2018 – The Charnwood Practice**