

The Charnwood Practice PPG

Meeting Minutes

Date of meeting Saturday 5th November 2011
Time of meeting 10:00 am - 11:05am

Present: Dr Alison Mawby (AM) Partner, Clare Sherman (CMS) Practice Manager, Howard Kendal MBE (HK) Chairperson, Kate Burden (Secretary) Michael Maxwell (MAX), Susan Kendal (SK), Zholia Alemi (ZA), Abu Taher (AT), Kirsty Phipps (KP) Minaxi Modi (MM) and Pradip Modi (PM)

Apologies: Pat Davies (PD), Abu Taher (AT), Mohamed Lahaware (ML)

Item	Issue Raised	Action	Timescale	Owner
1	HK welcomed and thanked all to the meeting. Apologies for absence received and noted as above.	N/A	N/A	N/A
2	No amendments to previous meetings minutes- signed off.	AL	CLOSED	KB
3	Practice Update: 2 Practice Nurses in post – both multi skilled which offers greater all round clinical care for Patients. Also looking to recruit a Nurse Practitioner who will run the Sit &Wait clinics this will release GP time for other clinical duties. 5 candidates for GP vacancy shortlisting to commence shortly. Member of Patient Services team on Long Term sick. Have completed over 800 flu vaccinations and only October – this year we've had HCA & Drs doing too, also we've trialled doing in Sit &Wait & routine Appointments so Patients don't have to come back – feedback so far is very positive. Jayex TV's are broken and we're waiting on these to be done – does make the waiting area's very quiet.	CMS	Ongoing	CMS

	<p>Zero Complaints received since last update.</p> <p>1 Patient removed from list and reported to Police for threatening to beat a member of staff up. Another removed for breakdown in communication (abusive behaviour to GP/Staff).</p>			
4	<p>KP provided an update on DNA's for last month 177 Patients didn't attend booked appointments, 35 were in the Flu clinics (typically high) and 16 routine were with AM which is unusually high. Practice has now restricted numbers of pre-booked appointments CMS monitors daily & releases appointments that have been "embargoed" depending on demand. PB asked if they were DNA's for Acute or Long Term problems AM stated unsure until the Patient presents at surgery – CMS said majority with Practice Nurses/HCA's are Long Term. KP stressed that New Patients before registering are explained about booking appointments, DNA policy & registered for On Line bookings. This is helping with the new patients but not the existing. PPG members all had varying views of how to treat DNA patients but AM/CMS/KP reminded group that under the GP contract we are unable to "fine" patients, and if we removed every patient that DNA'd we'd lose the majority of our list!</p> <p>CMS suggested that the PPG become more active/vocal in this and to help the Practice by raising awareness of issue – this could be by attending the Practice in spare time and talking to Patients – a leaflet that can be added to the DNA leaflet along the lines of "A message</p>	KP	ALL	Ongoing

	from your PPG” etc Also she asked if anyone had free time could they come to the Surgery to help Patients in using the Self Arrival Machine it then helps with the Practice staff doing their other tasks.			
5	New members – we need to recruit new members ideally under 40’s great if under 25! KB advised there is a Patient interested in joining aged 25 but they can’t do Saturday’s due to other commitments is an active community member. CMS reminded that we all agreed to alternate the between week/Saturday meetings so this may be viable. Max volunteered to get in touch with connexions (Leics) to see if any ideas how to recruit new members, reminded over 16yrs please as still classed as children otherwise!	All	Ongoing	All
6	Leicester Links PPG Meeting – HK/SK attended on behalf of Practice – Not much progress from the last 3 meetings other than agreed it wouldn’t be “formal” working on T&C’s. Discussed changing the name to Patient Interest Group – SK pointed out that would be “PIG” and idea was scraped. Guest Speaker representing younger patients has suggested that connexions may be a place to start –CMS asked if HK had received the Mins from the meeting despite asking their Chair to include HK – CMS will pass to KB who will share with ours.	HK/SK	Ongoing	HK/CMS
7	Action from last meeting – PPG Treasury- CMS confirmed still not had CRB back she will look at this next week and may	CMS/SK	Ongoing	CMS/SK

	<p>change supplier! Until this is in place we cannot accept donation for wheelchair. CMS will advise ZA when account is set up and take from there!</p> <p>CMS apologised for delay with open day as had been off for over 2 months due to illness. However some members had tried to get a meeting arranged but some of PPG couldn't be reached. Agreed that we should look to March as being time for Open Day, this will give the "subcommittee" time to meet and plan what PPG want to say/do and also Practice time to get reps involved especially as between now & January it's busiest time of year for Practice.</p>	<p>ZA/CMS</p> <p>CMS/KB/ZA/SK/ML/PD</p>	<p>01/2012</p> <p>01/2012</p>	<p>CMS</p> <p>ALL</p>
8	<p>Website- MAX apologised as PPG page no further forward – suggested that "How to guides" put on the page to help Patients and also links to other pages of interest like Connexions, Leicester Links, NHS Choices etc. CMS asked if this could be done by next meeting – KP offered to help MAX with access.</p>	<p>MAX</p>	<p>01/2012 Launched</p>	<p>MAX</p>
9	<p>AOB – ZA asked if we should discuss GP consortia at our meetings – as it affects Patients. AM confirmed that she does attend these monthly meetings on behalf of the Practice but some of the decisions are made at board level & not all the information is made privy to all GP Consortia (confidentiality issues etc). CMS advised that there are currently 2 vacancies for Lay Person to join the Consortia – it would involve 2days per month & there is funding for expenses etc. it is on the NHS jobs website. All agreed to discuss at the next PPG Meeting.</p>	<p>ALL</p>	<p>01/2012</p>	

Ongoing Actions

Item	Issue Raised	Action	Timescale	Owner
1	ZA suggested the PPG make a video to be played in reception areas.	ALL	01/2012	ALL
2	Website development in progress	CMS	01/2012	CMS
3	Did Not Attend (DNA) review	CMS	On going	CMS
4	PPG Bank Account/CRB's	CMS	01/2012	CMS
5	Donation – wheelchair	CMS/ZA	01/2012	CMS

Closed Actions

1	Practice Audit can't be shared as previous partnership not given consent. Should not be an issue at next audit as new Partnership.	CMS	04/2011	CMS
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Dates of Future Meetings

Dates of future meetings:-

Date	Location	Time
Weds 11 th January 2012	MV	6.30pm
2012 Calendar to be agreed at next meeting		