**The Charnwood Practice PPG Meeting Minutes**

**Merlyn Vaz Health Centre**

**Saturday 12th August 2017 11am**

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

Attendees – Michael Maxwell (MAX) Chair, Angela Macklin (AM), Dr Alison Mawby (AM), Howard Kendell (HK), Pradip Modi (PM), Pat Davies (PD), Juliana Hector (JH), Charity Paige (CP), Samuel Paige (SP) & Jagoda Kiesznowska (JK) Nurse Manager.

1. Apologies received. (MAX) – Sue Kendall (SK), Minaxi Modi (MM) & Percyfene Thomas (PT).
2. Agree previous meeting minutes and review action updates. (MAX) – Previous minutes agreed.
3. Matters arising from the previous meeting minutes. (MAX)

HK wanted to discuss the PPG Forums as we had new PPG members would they like to attend. None of the new members could commit to attend on a regular basis so it was confirmed that this would be removed from the agenda and discussed in AOB should anyone attend future meetings. HK also queried about the agenda item ‘PPG going forward’ in terms of what was happening. MAX recapped that at the last meeting no one came up with any ideas and it was agreed that anyone with ideas after the meeting should contact him and nobody had. AM added that she had attended locality meetings were there was talk on possible projects involving all PPG’s in the local community. PM mentioned that Diwali was in a week or two and perhaps an event could be arranged for this to promote the PPG. Alternatively wait for further news on community events.

1. Practice update (AMM)
   1. **Staffing** 
      1. Partnership Update – AMM reminded all of the email that had been sent out to PPG members notifying that Dr Choudhury had become a partner in the business. Unfortunately Dr Choudhury was not able attend today. AMM emphasised how good this was for the future of the practice. Members agreed and asked to pass on their congratulated Dr Choudhury.
      2. **Nursing Team Update -** AMM reminded PPG members of the pilot scheme training that Kathryn Brain and Jisha Thomas had been involved with, as trainer & trainee working across 2 practices – The Charnwood and De Montfort Surgery. The pilot had come to an end. Kath would be continuing to work 2 days a week at the practice in role of Senior Nurse. Jisha would be working 2 days a week as Practice Nurse and Jagoda has been promoted to Nurse Manager. PPG members joined AMM in congratulating Jagoda on her promotion and agree that this would further strengthen the practice. PD wanted to add that she thought Jagoda was extremely good and has appositive experience each time she has reviews with Jagoda at the surgery.
   2. **Services / Projects Updates**
      1. New City Hub – AMM provided an update regarding the final decision that had been made regarding the location of the 4th City Hub. 2 sites had been proposed and the decision was made to locate the 4th City hub at Merlyn Vaz from September 2017 rather than on the general hospital sight. PM commented that he still thinks it would have been better to have the hub at the general. MAX asked if there would be leaflets on this and AM confirmed new literature advertising the hubs(including posters) would follow. AM agreed to bring examples to next PPG if available.
      2. Summary Care Records (SCR2) – AMM explained to all in attendance what was meant by a Summary care Record and handed around the leaflet that was available for patients to explain the new way we hope to use patient records. AMM explained the previous version of SCR which involved implied consent. AMM also explained the benefits of having a SCR and how it could be a life saver in the event of an emergency.
   3. **Complaints / Significant Events / Friends & Family Test (FFT)**
      1. Friends & Family Test – 93%
      2. **Formal** Complaints - None
      3. Significant Events - None
2. AOB(MAX)

HK proposed that we held a AGM at the next PPG meeting as it was a while since we had had one and given all the new members they should have the opportunity to decide on roles. All agreed that this was a good idea and an AGM would be held on the 4th November at the next PPG meeting.

SP felt that a 10 minute GP appointment time was not enough and was not happy with this. AM explained that this was government led and in an ideal world this would be increased but to do this the country needs to find 1000’s of GP’s. AM also explained that some surgery work strictly to 10 minutes but at The Charnwood the GP’s tend to take longer if needed which is sometimes what causes delays but feel this is better for patient outcomes.

SP also wanted to share how good he thought the Care Plans produced by the practice were. AMM explained to all what these were and that patients were selected based on specific medical grounds and we simply worked from this list. JH mentioned that her mother had a Care Plan and thought it provided very useful.

AMM asked for feedback on having decided PPG dates for the whole year. All were in agreement that this had worked well . It was therefore proposed that PPG dates for 2018 were provisionally agreed at the last meeting of the year on November 4th.. All were in agreement with this.

1. Confirm date of next meeting (ALL) – MAX confirmed that all members were still ok with Saturday 4th November ’17 as the next meeting date. All agreed the meeting would go ahead on this date and would include an AGM.