**PATIENT PARTICIPATION GROUP (PPG)**

MEETING HELD MANOR MEDICAL CENTRE

Thursday 22nd August 1pm

MINUTES

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| Present | Becky Degia, Linda Nolan Claire Jackson (Chair),  Liz Mackness (Secretary), Joseph Taylor, Kathleen Taylor  Pat Brickley, Ramji P Pankhania, Ann Winfield | Action |
| Apologies | Sudha R Pankhania, , Tripat Badiani, David Robinson, |  |
| Approval of minutes | The minutes were approved by Becky Degia and seconded by Claire Jackson. |  |
| **Agenda items** |  |  |
| 1)TV Screens | TV screens now installed on the walls of both surgeries, material still waiting to be installed at Manor. The system at the moment is slow and messages stay on the screen for around 10 minutes.  Joe would like Health Link to be installed | Becky Degia to contact CCG to find out exactly what can be installed. |
| 2) Self Checking Screens | Slightly bigger screens have been installed; this was an action from patient polling. |  |
| 3) Notice Boards | Notice boards are now on the wall of both sites. PPG group photographs need to be placed on the boards. | Joe Taylor to take photographs |
| 4) New recruits to PPG group | There are six people wishing to join the group. The PPG group had decided they would like to keep the group small but thought that they should be invited to the next meeting. | Becky Degia to contact and invite to next meeting |
| 5) Blouses and name badges. | All receptionists to have new blouses with name badges. |  |
| 6) Flu vaccinations – 27th September | To be advertised |  |
| 7) New GPs/and staff | Due to one doctor retiring and one leaving, the practice has relied on locum cover. Dr Rajyaguru now employed full time working nine sessions and Dr Kumar is staying on as a locum and is qualified in minor surgery. It was asked that all doctors’ names with their specialities should be put on the notice board.  Two new receptionists Tracy and Priti are now employed at Parker Drive surgery; they are both experienced as have previously been employed at other GP surgeries. | Becky Degia to look into this |
| 8)Shingles vaccine for the over 70’s | David asked it the over 70’s would be having the shingles injection, Linda said yes this would be happening.  'Claire asked if the vaccine could be made available to patients over 60 with certain medical conditions' | Linda Nolan to find out the cost of having the shingles injection privately. |
| 9) Can you pre-book on Mondays now? | David asked if you could now pre-book appointments on line on a Monday as he understood this was kept for emergencies only.  Ann thought that due to emergencies Monday should be left for telephone appointments only as she thought that people already struggled to make an appointment Becky replied that there was always appointments left for emergencies on a Monday but it did depend on capacity.  Mr Pankhania asked if all slots were now available to book on line Becky explained there was one appointment per session per doctor available. Pat thought that the surgery should consider elderly patients who had no computer. |  |
| AOB | As pat works voluntary for Pulmonary rehab at Glenfield Hospital she was asked if she would like to attend a Quality Care Commission meeting as each district had been allotted a pot of money for different groups to bid for. Pat didn’t think that it had been promoted properly as she thought the wrong groups had applied for example a boxing club showing Asthma patients how to breathe properly. Pat thought they gave the wrong people power |  |
|  | Joe asked if other doctors could be invited to the meetings as he thought they should be represented |  |
|  | Claire had received an email about outreach development from Healthwatch; they would like members of the public to attend to discuss what social care they receive. |  |

Date of next meeting

Thursday 17th October 2013@1pm

Venue: Manor Medical Centre