**PATIENT PARTICIPATION GROUP (PPG)**

MEETING HELD MANOR MEDICAL CENTRE

Thursday 3rd July 2014 1pm

MINUTES

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| Present | Becky Degia, , Dr Suhas M Arolker, Claire Jackson (Chair), Liz Mackness (Secretary), Tripat Badiani, David Robinson , Pat Brickley, Suresh Karia, Narinder Bali,  Vanilai Parmar, Hasu Tanna, Gurmel Singh, Sudha R Pankhania, Ramji P Pankhania,  Linda Nolan, | Action |
| Apologies | Joe Taylor, Kathleen Taylor. Ann Winfield, |  |
| **Matters Arising** |  |  |
| Doctors’ names and photographs. | Photographs of Doctors now on the board in surgeries. |  |
| Letter from Acxiom. | Becky wrote to the email address on the letter the patient had received from Acxiom asking how they had obtained the patients details. Apparently this information was supplied from Public Health England (PHE). Patient was to be advised to contact Acxiom to have their name removed. |  |
| FDR funding | Funding had now been secured for the next two years. |  |
| Smoking at Leicester Hospitals. | Claire has been informed that the hospitals were still committed to enforce no smoking ban. |  |
| Approval of minutes | The minutes were approved by David Robinson and seconded by Pat Brickley. |  |
| **Agenda items.** |  |  |
| 1.Policy regarding patients' test results | A patient had been informed by a receptionist at the surgery that her results were okay, only to find out when the patient saw the doctor that there were in fact problems. Linda explained the procedure is that the doctor/phlebotomist should inform the patient how soon to contact the surgery or to make an appointment with the doctor – this is usually 2 weeks later following the blood test. If surgery receives an Urgent result from the lab the patient is contacted by phone/letter. |  |
| 2. Complaints procedure | Complaints procedure can be found in the waiting areas at both surgeries, practice website [www.drarolkerandpartners.co.uk](http://www.drarolkerandpartners.co.uk) , practice booklet or patient can request a copy of our leaflet. Most complaints received are verbal and are usually dealt with and resolved the very same day. Patients do send written complaints and these are dealt with as quickly as possible with contact details of who to contact if the patient remains dissatisfied with the response. |  |
| 3.  Training for receptionists | Most training was in house but at the moment some of the doctors had different ideas of what needs to be addressed. Receptionists advised not to ask the patient if the problem was urgent. Doctors/PPG to agree what pathway to take. | Suggested Flow chart to be put in place.  Doctors/PPG to work on this area for PPG DES |
| 4. Commission Quality Care (CQC) | There is to be a CQC visit to see how surgeries were performing. CQC will also be leaving comments/suggestion cards on the reception desk for patients to complete and put into boxes provided for general feedback. |  |
| 5. Suggestion box on reception desk. | The practice has installed suggestion boxes in the foyer at both sites, to collect ongoing suggestions/comments that will be helpful to improve our services. PPG group to encourage our registered patients to add some positive comments onto the NHS choices website. As we only really receive negative points. | PPG to promote NHS choices for some positive comments |
| 6. Volunteers re CQC | Volunteers from PPG group came to interview patients for the practice to gain some feedback on : How patient had been greeted/dealt with by receptionist, how easy it had been to get an appointment, how did the doctor greet you, did the doctor deal with their problem and did the doctor ask if there were any further questions. |  |
| **A.O.B** |  |  |
| Feedback from patients questionnaire | This is regarding FDR funding mainly at Manor Road Surgery |  |
| DNA figures | To be discussed at next meeting. |  |

Date of next meeting

Thursday 25th September 2014 @1pm

Venue: Manor Medical Centre