**PATIENT PARTICIPATION GROUP (PPG)**

MEETING HELD MANOR MEDICAL CENTRE

Thursday 27th November 2014 1pm

MINUTES

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| Present | Becky Degia, Dr S Kumar, Claire Jackson (Chair), Liz Mackness, Linda Nolan, Narinder Bali, Hasu Tanna, Kathleen Taylor .Joseph Taylor, Sudha Pankhania and Ramji Pankhania | Action |
| Apologies | David Robinson, Suresh Karia, Ann Winfield, Suresh Karia, Tripat Badiani |  |
| **Matters Arising** | Amendment from previous minutes: |  |
| Patients unable to get upstairs. | Becky explained that it was not possible to put the names of patients that were unable to get upstairs onto the computer. Linda said that most receptionists new the names of these patients and Dr Kumar said that it was really up to the patient to mention this when making an appointment. |  |
| NAPPG | Becky is still looking into if we have to pay to subscribe | Becky Degia |
| Patients not completing forms | Hasu suggested that it might help if members of PPG visited each site to promote patients completing forms. |  |
| Approval of minutes | The minutes were approved by Joe Taylor and seconded Kathleen Taylor. |  |
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| **Agenda items.** |  |  |
| 1) Friends and Family Test. | Friends and Family leaflets are kept on reception desk. The leaflet asks patients to circle how likely they are to recommend the service to friends and family if they needed similar care or treatment, the statement asked from Extremely likely through to Extremely unlikely with a don’t know facility, once the patient has circled the question they are asked to tell us the main reason for selecting the chosen statement. At the end of every month the information is collated and entered onto a spread sheet which is then sent online to the department of health. This is also running along side of a suggestion form which is also kept on the reception desk. The patient does not need to complete a form each time they visit the surgery. |  |
| 2) Christmas Closing | Surgeries will close at 6.30pm Christmas eve, then closed Christmas day, boxing day reopen Monday, Tuesday and Wednesday, close new years day, reopen Friday, back to normal week commencing Monday January 5th 2015. |  |
| 3) CQC Ratings | CQC ratings were published in the Leicester Mercury; scores were between 1-6, 1 being the lowest, our surgeries scored 2. Becky thought this was misleading as the information they had used had been taken 16 months previously and that we had received a low score for not reaching our targets with the Flu injection, these are patients with chronic illness, people over 65 and pregnancy. Becky explained it was impossible to reach these targets if patients had refused, Joe had received a text regarding the injection but thought patients were finding it confusing when the injection was called influenza instead of just flu. The surgery was aware of a shortage of staff and recently employed more Doctors and receptionist. Other problem areas were checking of Doctors bags, now implemented. No lock on fridge door, also no evidence of safe transportation of drugs at specified temperature, new fridge now at both surgeries with locks, therefore no need to transport drugs from one surgery to another. |  |
| 4) EPS | Patients had been asked if they wanted to go onto the system where prescriptions sent straight to chosen chemist. Joe had problems with his chosen chemist as they had put the dates he was to collect down wrong, Claire suggested a notice to be put at both surgeries asking patients to check dates etc on their prescriptions. Ramji asked what happened when you had received all of your six medications and you needed to visit the doctor, Linda explained you would receive a letter. Joe asked if you needed to request your prescription on the date specified, Joe asked if all medicines on the prescription could have the same date to save several visits to the doctor, Becky and Dr Kumar to implement this. | Becky and Doctor |
| **A.O.B** |  |  |
|  | Ramji enquired about Monday morning emergency bookings as when a patient had phoned at 8am there were no free slots, with the insistence of the patient a slot had been found. |  |
|  | Hanna said not much privacy for the patient when receptionist was asking for patient’s date of birth. Becky explained that this was important as several patients had the same surname and safer to find the correct patient when using the date of birth plus surname. |  |
|  | Becky asked if any member of the PPG would be willing to take over the role of secretary as Liz was standing down. |  |

Date of next meeting

Thursday 29th January 2015 @1pm

Venue: Manor Medical Centre