PATIENT PARTICIPATION GROUP (PPG)

MEETING HELD MANOR MEDICAL CENTRE

Thursday 16th April 2015 1pm

MINUTES

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| Present | Becky Degia, Linda Nolan ,Ann Winfield, Tripat Badiani, Sudha Pankhania, Ramji Pankhania, Hansu Tanna, Suresh Karia, Narinder Bali, Venilal Parmar, Gurmel Dosanjh (late) | Action |
| Apologies | Liz Mackness (Secretary), Joseph Taylor, Kathleen Taylor |  |
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| **Matters Arising** |  |  |
| Leicester Mercury Article | Suresh was asking whether the practice had received an official apology from the CQC with regards to the negative report written in the Leicester Mercury. Becky said that Claire Jackson had emailed the group with her findings as she was going to write to the CQC. Becky to check email trail from Claire and report back at next meeting. | Becky to check email trail |
| Improvement Bid | Suresh was asking whether we had been successful with our bid. Becky said not on this occasion but that wasn’t to say that we couldn’t apply again on the next round of funding when available. |  |
| Approval of minutes | The minutes were approved by Ann Winfield and seconded by Narinder Bali |  |
| **Agenda items** |  |  |
| 1. Boundary Changes | Becky explained that we had approx. 1000-1500 patients who reside outside our practice 2-3 mile radius catchment area from both sites and that we needed to define our boundary area with the Area Team. Becky wanted to run it by the group on how they felt if with liaison with the area team that these patients would be asked to change practice. Ann agreed with the idea, Tripat wanted to enquire as to why these patients had been taken on in the first place. Becky said that historically when we had the 4 sites the catchment area was much larger and we kept all the patients on the list right to when we became just 2 sites. Patients had also moved addresses way outside the area but did not want to change doctors and somehow they were kept on the practice list when they should have really changed doctors. Becky explained the problems with doctors going on home visits and the problems faced by the community nursing services as they also have catchment areas to stick to. Suresh suggested we should write to these patients beforehand and see if they would voluntary consider to change practice and also inform them of which practices are closer to them. PPG said we need to consider the impact on the time spent on home visiting these patients and the impact of losing 1000-1500 patients – can we justify this and the funding. The group stated that they would need some more information for their consideration. | Becky/Linda to obtain further info on implications of boundary change. |
| 1. Change of meeting day | Becky asked whether the group would be interested in changing the meeting day so that Dr Jawahar could start attending on a regular basis. The group were happy to continue with Thursday afternoons but agreed unanimously that a doctor should attend once in 3 months for approx. 30-40 mins. | Doctors to consider. PPG group want them as part of the group. |
| 3) Nominations | Chairperson – Claire Jackson has resigned from the post and left the group. Both Liz and Ann are prepared to be put forward for chairperson. Still have a vacancy for a secretary, PPG group was asked for a volunteer but agreed on voting. | Voting next meeting for chairperson and secretary positions |
| 4)Recruitment of new members | Becky asked whether the group felt we should recruit some new members, Suresh asked if anyone had shown any interest. Becky stated we had one patient on the waiting list. Ann felt that we have the correct number of representation. Tripat felt that we need to consolidate before we take new members. Mr Bali stated that patients who make up the group bring in much experience to the group. | PPG next meeting |
| 5) Open days/fund raising | Becky asked the group what they felt about having an open day at the practice to get the community together. PPG to consider, Suresh and Ann said they would be keen to look into it. | Suresh and Anne to explore |
| 6) On line Services | Online services are now available to include access to medical records summary of medications and allergies. PPG say the system is excellent and give it the thumbs up. |  |
| 7) Use of Text messaging | The practice is starting to use more and more text messaging so that less time is spent on writing and mailing letters. This will be used when appropriate and will not disclose any names for confidential reasons and for data protection. |  |
| 8) Doctors leaving the practice | Dr John has left the practice and Dr Mathew has given his notice to leave at the end of June. Ann highlighted that this is a problem nationwide. Mr Dosanjh spoke about getting a GP in good time so that patients continue to get excellent care. Becky explained that we were desperately trying to recruit but having no joy. At present Dr John’s vacancy is being covered by locum doctors. |  |
| A.O.B |  |  |
| DNA’s  CQC update | The DNA letter that the PPG group devised is now in operation and we are monitoring to see if this has any effect on our statistics. Patients are sent a text reminder to their mobiles 24hours before their appointment asking them to cancel if no longer required. They will also receive a DNA text if they failed to attend and followed up with the PPG DNA letter. Patient s who do not have mobiles are being sent a DNA letter.  The inspection was at Parker Drive and the report is available to view from the CQC website by searching for the surgery or you can view it through the practice website and click on the CQC widget which then opens up the report. |  |
|  | Date of next meeting  Thursday 30th July 2015 @1pm  Venue: Manor Medical Centre |  |