**PATIENT PARTICIPATION GROUP (PPG)**

MEETING HELD MANOR MEDICAL CENTRE

Thursday 29th January 2015 1pm

MINUTES

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| Present | Becky Degia, Claire Jackson (Chair), Liz Mackness, Linda Nolan, Narinder Bali, Kathleen Taylor .Joseph Taylor, Ann Winfield | Action |
| Apologies | Suresh Karia, Tripat Badiani, Sudha Pankhania and Ramji Pankhania,  Pat Brickley (Leaving group) |  |
| **Matters Arising** | No amendments from previous minutes: |  |
| Approval of minutes | The minutes were approved by Joe Taylor and seconded Ann Winfield. |  |
| **Agenda items.** |  |  |
| 1) DNA Letter | DNA letter will initially target patients who have insisted on an urgent on the day appointment then failed to attend and then those patients who have pre-booked and not cancelled their appointments. Joe said that this was a national problem and costing the NHS thousands and needed to be sorted before the government puts more money into the health service. | Dr Arolker to sign when he returns from holiday. |
| 2) NAPPG | Becky will email NAPPG to find out the advantages of being a member. Claire feels the surgery could be missing out by not being a member. | Becky to email NAPPG |
| 3) Staff Training | Reception staff has held a protected learning time session to look at devising a script for telephone call handling as one of the key areas to work on for the PPG DES. |  |
| 4) Replacement Secretary | Becky asked if any member of the PPG would be willing to take over the role of secretary as Liz was standing down. At present no volunteers. |  |
| **A.O.B** |  |  |
| 5) Friends and Family Test.  6) CQC apology. | Becky has spoken about this in the past, had the group any ideas how to promote the Friend and Family Test. This is important as now it is live it shows how our practices are performing.  An article in the Leicester Mercury gave our surgeries a very bad report even though most of the information that the CQC had used was at least 18month old we were branded a band 6. This led to an inspection by the CQC that went well. CQC then telephoned the surgery to say we had been changed to a much improved band 3, they also sent a letter of apology. PPG group felt that the Leicester Mercury also needed to apologies and acknowledge the work both surgeries did. | Claire to write a letter. |
| 7) Flu Vaccination. | Leading on from CQC this is an area that needed improving. Joe felt that it would help if Dr’s tried to insist that patients had the injection, Kath thought the problem was as patients thought it would make them ill. Linda always tried to promote the vaccination and patients received a reminder on repeat prescriptions also on the board. Kath thought it might help to put feedback from patients who had received the injection with no ill effect. Dr’s do visit the housebound if patients had requested the vaccination, midwifes also were trying to help advising pregnant ladies to have the vaccination although 50.6% did receive the vaccination (CCQ requirement 47.5%) the main problem being the over 65 61.4% (CCQ requirement 70.9%) |  |
| 8) New staff. | Manor Receptionist – Amy, Parker Drive Receptionist – Karon and Practice Nurse - Melissa |  |
| 9) Dr John leaving | Dr John will be leaving the practice at the end of March to join another practice. The position has been advertised but as yet no success in recruiting. PPG sent card to Dr John thanking him for all his hard work. |  |
| 10) Manor Medical improvement bid | NHS England has some funding for improvement bids to premises. We are looking to put a bid in for an extra consulting room on the landing at Manor Medical and some alterations to the flat roof area to accommodate more office space and re-use old offices as consulting rooms. Unfortunately, there is no scope for improvement at Parker Drive due to the premises being occupied to its maximum. |  |
| 11) Virtual Group email. | This would be useful as PPG group often runs out of time. At the moment there are three key areas that are required for the PPG improvement plan:-  1) DNA Rates.  2) Script for telephone call handling – receptionist training  3) Flu vaccination targets |  |
| 12) On Line Access | Patients have been able to register for online services for booking/cancelling appointments and ordering repeat prescriptions. By the end of March patients can register for online services for access to summary view of their medical records. This will show drug allergies, medications and adverse reactions. |  |

Date of next meeting

Thursday 16th April 2015 @1pm

Venue: Manor Medical Centre