**PATIENT PARTICIPATION GROUP (PPG)**

MEETING HELD MANOR MEDICAL CENTRE

Thursday 17th October 2013 1pm

MINUTES

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| Present | Becky Degia, Linda Nolan Claire Jackson (Chair), Liz Mackness (Secretary), Ann Winfield Tripat Badiani, David Robinson Pat Brickley, Dr H Trivedi |         Action |
| Apologies | Sudha R Pankhania, Ramji P Pankhania, Joseph Taylor, Kathleen Taylor |  |
| Welcome new members | Suresh R Karia, Hasu Tanna,Gurmel Singh, Narinder Bali, Maheshkijmar Daye, Surinder Karwal,Vanilal Parmer. |  |
| **Matters Arising** |  |  |
| TV Screens | Becky contacted CCG to find out exactly what could be installed. Purely health promotion with a small part for the practice. Still experiencing problems. |  |
| Notice Boards | Needs updating with photographs of PPG |  |
| Doctors’ names with specialities on notice boards | Doctors have no problem with photographs but not specialities as they are constantly changing. |  |
| Blouses and name badges. | Receptionists now have new blouses just waiting for name badges. |  |
| Shingles vaccine for the over 70’s | Need to look elsewhere if would like shingles injection privately. As this is a pilot only 70 and 79 year old patients able to have injection as there is a shortage. |  |
| Approval of minutes | The minutes were approved by Tripat Badiani and seconded by Hassu Tanna |  |
| **Agenda items** |  |  |
| 1) Summary Care record  |  NHS Summary Care Record (SCR) has been introduced to improve the safety and quality of patient care. As SCR is an electronic record it will be easier to access essential information about patients and help to provide safe treatment when you need care in an emergency and your GP is closed. Claire thought it would be a good idea to put the information onto the notice board to explain to patients if necessary |  |
| 2) Data extraction | Care. Data will be advertised to patients regarding how non-identifiable confidential data would be extracted at different times from patient records for example Asthma or Diabetes; this will show what areas have the greater problem. Dr Trivedi said that this might improve help with funding as County is funded better than City. A comment was made that it could also help to prove how we needed another A&E. |  |
| 3) On line Booking | David asked if it was possible to book an appointment on line at either surgery. Linda explained that you could only book with the practice you were registered with |  |
| 4) Surgery Booklet | David mentioned that the new surgery booklet didn’t have the information as to where each doctor was at what particular surgery or day. Becky explained that this was taken out as doctors regularly moved sites. Dr Trivedi said that you would be able to see on line which doctors were where and patients who didn’t have access to a computer would be able to phone and ask if they needed to know what site doctors were at. Dr Trivedi also said that hopefully they would be able to get a new female doctor. |  |
| 5) Patients Survey | It was decided that as there were too many pages on the previous questionnaire David, Ann, Tripat, Pat, Suresh and Becky volunteer to form a subcommittee and would meet on 7th November to design a shorter version.  |  |
| A.O.B | Tripat thought the new screens were very good and that they also have a clock and also that the appointments were prompt and the new doctor was excellent. |  |
|  | Suresh Kaur thought booking on line very good as he had booked late at night and saw the doctor the next day. |  |
|  | Liz asked for the actions from the last patient survey to be put on the board to show patients that they have been completed. |  |

Date of next meeting

Thursday January 16th 2014@1pm

Venue: Manor Medical Centre