**PATIENT PARTICIPATION GROUP (PPG)**

MEETING HELD MANOR MEDICAL CENTRE

Thursday 24th April 2014 1pm

MINUTES

|  |  |  |
| --- | --- | --- |
| Present | Becky Degia, , Dr Suhas M Arolker, Claire Jackson (Chair), Liz Mackness (Secretary), Ann Winfield, Tripat Badiani, David Robinson , Pat Brickley,  Suresh Karia, Narinder Bali, Vanilai Parmar, Hasu Tanna. | Action |
| Apologies | Linda Nolan, Joe Taylor, Kathleen Taylor. |  |
| **Matters Arising** |  |  |
| Name badges. | Receptionists have name badges. | Becky Degia |
| Doctors’ names and photographs. | Linda has taken photographs of the doctors for information board. | Linda Nolan |
| Copies of minutes. | Members would be able to obtain a copy of printed minutes from surgeries a week before the meeting but would need to inform surgery that they required a copy. |  |
| Approval of minutes | The minutes were approved by Tripat Badiani and seconded by David Robinson. |  |
| **Agenda items.** |  |  |
| Survey forms | It was decided patients who needed help completing questionnaires would be able to take the form home for family members to help them complete. |  |
| Data protection:  David Robinson | Member of public received a letter with NHS logo; David wanted to know how the company Acxiom came by the patients name and address. | Becky to send letter to Acxiom. |
| Friends and Family test. | Government initiative to replace Patient Survey. One basic question on an anonymous form that will be kept on the reception desk and completed after patients’ consultation asking if patient would recommend surgery. Suresh thought that if patient had a bad consultation could affect how they answered the question. Ann asked if this was to be completed every time patient attended the surgery if they had to attend more than once a week. Patient would be able to take the form home if unable to complete. |  |
| FDR funding | Becky notified the group that it was highly likely that the practice would be having some funding withdrawn through the Funding Differential Review. This could have a major impact on the practice and the services it provides, as this funding is used towards employing additional doctors to help with access to the GP’s. There was an article in the Leicester Mercury by Dr Tony Bentley and the effect that it will have on his practice if the funding is withdrawn and this will affect many other practices in the Leicestershire area. There are discussions taking place with the Area Teams to try and save this funding and MP’s, LMC’s and various other parties are involved with these discussions.  Claire asked Dr Arolker whether there was anything the PPG could be doing at this stage i.e. writing to local MP’s, Dr Arolker said that the group members could write to their local MP if they so wished.  Ann asked if there was to be less funding how will GP’s be able to open longer hours, it is obvious services will suffer. | PPG if they wished to contact MP |
| Smoking at Glenfield | Letter to be sent to Glenfield Hospital | Claire Jackson to write. |
| **A.O.B** |  |  |
| Emergency appointments | Mr Bali asked what the definition of an emergency appointment is. Becky replied that you had to see whichever doctor was available. |  |
| To be added to July agenda | 1.Policy regarding patients' test results  2. Complaints procedure  3.  Training for receptionists |  |

Date of next meeting

Thursday 3rd July2014@1pm

Venue: Manor Medical Centre