**PATIENT PARTICIPATION GROUP (PPG)**

MEETING HELD MANOR MEDICAL CENTRE

Thursday 16th January 2014 1pm

MINUTES

|  |  |  |
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| Present | Becky Degia, Linda Nolan, Dr Ajish John, Claire Jackson (Chair), Liz Mackness (Secretary), Ann Winfield, Tripat Badiani, David Robinson , Pat Brickley, Suresh Karia, Narinder Bali, Vanilai Parmar |         Action |
| Apologies |  |  |
| **Matters Arising** |  |  |
| Name badges. | Receptionists are still waiting for name badges. | Becky Degia |
| Doctors’ names and photographs.  | Still waiting for Doctors’ names and photographs for information board. | Linda Nolan |
| Patient survey | Becky thanked everyone for taking part in collecting information for the patient survey. |  |
| Shingles vaccine for the over 70’s | Ann asked why other practices were giving their patients the shingles vaccine even though they were not in the age category. Linda explained that only patients 70 and 79 should be having the shingles vaccine and vaccine that wasn’t being used should be sent back. |  |
| Approval of minutes | The minutes were approved by Ann Winfield and seconded by David Robinson. |  |
| **Agenda items.** |  |  |
| PPG Groups. | Claire had attended a meeting and requested a letter to be sent to other PPG groups asking them to share information. |  |
| **Patient survey.** | PPG discussed topics that had been highlighted by the survey. |  |
| To see GP on same day | Dr John thought that Manor demanded more same day appointments than Parker Drive; also receptionists were trained to ask if the problem was urgent for that day.Tripat, it would be a good idea to put up a sign saying how many urgent appointments had been made on that day/week. |  |
| On line Booking | Suresh, It would be good for receptionists to promote on line booking. |  |
| Female doctors | Because of the hours and workloads not fitting in with their family commitments. The practice is finding it difficult to employ female doctors. |  |
|  | Doctors, nurses and receptionist should all be thanked for the excellent service they give to patients. |  |
|  | Results were very good showing that patients thought both surgeries were well established. |  |
| Negative comments | There was a very low dissatisfaction regarding the service of receptionists; this is to go back to managers and GP’s to discuss. |  |
| Sub group  | Ann, Tripat, David, Claire, Suresh and Liz to form a sub group for action plan  | Thursday 13th February @ 1pm Manor surgery |
| **A.O.B** |  |  |
| Better information | The Better information (care. data) means better care leaflet will be delivered to all household by post (possibly within junk mail, pizza leaflets etc) it will explain about how data extraction will be used, also how you are automatically opted in but you can opt out if you don’t wish to be involved. |  |
| Smoking at Glenfield | Pat is very concerned about the amount of people smoking outside entrances at Glenfield Hospital. | PPG group to devise a letter to send to UHL |

Date of next meeting

Thursday April 24th 2014@1pm

Venue: Manor Medical Centre