

PPG MEETING-MINUTES

Location: Meeting Room Ground Floor, Freezywater PCC

Date: 30th June 2016, Thursday

Time: 18:00

<p><u>Attendees:</u></p> <ul style="list-style-type: none"> ✚ Dr T Sadhu ✚ Mr Martin Malecki ✚ Mr John Bates ✚ Mrs Amanda Ahern ✚ Mr Bryan Lindsell ✚ Mrs Judith Rose 	<p><u>Apologies:</u></p> <ul style="list-style-type: none"> ✚ Mrs B Perham ✚ Mrs Maureen Hart ✚ Mr Patrick Enemoh ✚ Ms Althea Thorogood ✚ Mr Paul Thorogood ✚ Miss Patricia Pigram ✚ Mrs Betty Ford ✚ Mr Alfred Ford ✚ Miss Susan Barlow ✚ Mrs M Pigott ✚ Mrs Jennifer Mansfield ✚ Mr Alan Mansfield
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Minutes of the meeting

- **Vulnerable patients** – Practice Manager will discuss this with Safeguarding lead regarding flagging up vulnerable patients who are not on the register. The question was raised as Patient X was in need to be seen by the GP as urgent because of his/ her condition. However the patient has not been classified as a vulnerable because of the age group. Patient has been marked on the system as vulnerable after discussing his/ her condition with their own GP. The same process will be followed with other patients who are deemed vulnerable and GP agrees.
- **Family and Friends survey** – There hasn't been enough feedback left by the patients, Practice Manager will work with an admin staff in order to encourage patients to leave feedback. The FFT survey shows that only 89 % patients have given positive feedback where 11 % had given a negative feedback. Feedback is essential for the Practice as it gives us a view of how to improve our services.

- **The phone system** – There are seven to eight designated staff members to take calls during peak times .However the phone system needs to be changed. It is subject to binding contract however Practice Manager is renegotiating the existing contract with the provider in regards of upgrading the system or changing the provider.
- **Pictures of clinicians in the Practice**-Mr. John Bates have proposed that there should be pictures of all clinicians working in the surgery. Practice Manager will look into it and see if this can be done in the next couple of months. Mr. John Bates has volunteered to take the pictures themselves in order to contribute to the project.
- **PPG low attendance** -The Patient Participation Group attendance has been very low. Mr. John Bates will get in touch with Patrick who is the Vice Chair about new ways they can work together to improve the PPG attendance and look into expanding the group.
- **PPG network meetings** -The Practice would like the PPG chairman to get involved in PPG network meetings. These are aimed at helping patient volunteers and practice staff to meet up and share good practice. The CCG has been supporting this network of volunteers who want to support the development and improvement of local primary care services, taking this work forward positively and proactively from within their GP practices. The network has developed a joint work plan, which includes initiatives such as reducing the number of DNAs.
- **CQC inspection**- The Practice is expecting to be inspected by the Quality Commissioning Committee in the next few months. Practice Manager will notify the Chairman of the PPG two weeks before the visit.
- **Next PPG meeting** – To be established