

**THE GLENFIELD SURGERY PATIENT PARTICIPATION GROUP**  
**Minutes of meeting held 5 September 2017 at the Surgery 1:00pm**

**Present**

<b>PPG:</b>	Dave Zanker (DZ) (Chair) Sue Denham (SD)	Tina Worrow (TW) Jane Glover (JG)
<b>Practice:</b>	Diane Alonzo (DA) Zeenat Hassam (ZH)	Riz Ismael (RI) Rai Hansrani (RH)

**Apologies for Absence:** Deb Bradley    Mick Reeves    Mina Rodgers

**Action**

<b>1</b>	<p><b>Minutes of the last meeting</b></p> <p>These were agreed as a true record for the Chairman’s signature.</p>	
<b>2</b>	<p><b>Matters Arising from last meeting</b></p> <ul style="list-style-type: none"> <li>• The PPG Awareness Week had been very successful and the Chairman recorded thanks to Angela and Mina for their efforts. It was decided to attempt to raise the profile of the group by placing regular articles in local publications, starting with the Glenfield Gazette. David Zanker will contact Ken Russell in this regard.</li> <li>• Self referral for physiotherapy is proving successful.</li> <li>• The CQC visit resulted in a good report for the Practice. We are awaiting the final report before putting this on the website. Other website updates will be effected at the same time.</li> <li>• Dr Chotaï’s proposal that the PPG consider promoting social groups remains on the table pending further recruitment to the group.</li> <li>• Mick Reeve’s intention to do a ‘facts and figures’ article for the newsletter is carried forward.</li> </ul>	<p style="text-align: center;"><b>DZ</b></p> <p style="text-align: center;"><b>DA</b></p> <p style="text-align: center;"><b>MRe/R I/DB</b></p>
<b>3</b>	<p><b>Practice Staff Changes</b></p> <ul style="list-style-type: none"> <li>• Dr G. Bhamra has joined the Practice replacing Dr S.Whala. Dr Bhamra is doing 8 sessions a week. The Practice is proposing to undertake minor surgical procedures in future and Dr Bhamra will be in involved with this.</li> <li>• Annette (Receptionist) has left the Practice and been replaced by Sophie Hayes.</li> <li>• We have also recruited a new claims officer (Sue Lawrence).</li> </ul>	

	<ul style="list-style-type: none"> <li>We have APN (Advanced practice nurse) who has joined us to help triage emergency clinic. It is proving to be a success currently making it safe for clinicians as the volume of patients is shared now. APNs cover every day of the week and see approximately 36 patients throughout the day. APNs will see anyone over 1 year old. APNs- Mary Williams, Shingi Mutizhe.</li> <li>Dr Mannan has also been replaced by Dr A. Mulla and the Practice will still offer late evening appointments on Monday.</li> <li>The Practice is to seek staff who can carry out physiotherapy and Mental Health assessments.</li> <li>The Practice has introduced a new home visiting service. This is not intended for complex conditions but mainly for acute problems. It is fully funded and is helpful for doctors to use. They are linked to a system which is the same system as at the Practice. It is very valuable if we are short staffed with clinicians.</li> </ul>	<b>NC</b>
<b>4</b>	<p><b>PPG Changes</b></p> <p>The Acting Chairman welcomed three new members to the group. Tina Worrow, Sue Denham and Jane Glover. Some brief discussion took place regarding the group's activity.</p>	
<b>5</b>	<p><b>Architect's List and Annual Survey Actions</b></p> <ul style="list-style-type: none"> <li>Redecoration of the building has started.</li> <li>Staff uniforms have been delivered and are in use.</li> <li>Additional waiting room seating has been identified and is being acquired.</li> <li>Staff photographs have all been taken and are now awaiting a suitable frame.</li> <li>Wall fixed hand sanitizers have been installed.</li> <li>An updated schedule is to be circulated.</li> <li>The issue of resourcing for proactive care fulfilment is ongoing.</li> </ul>	<b>DB</b>  <b>DB</b>  <b>DB</b>  <b>NC/JT</b>
<b>6</b>	<p><b>Matters arising from the weekly Practice meetings.</b></p> <ul style="list-style-type: none"> <li>Dr Chotai is arranging a presentation by 'Hearts' Charity. PPG will be invited to attend.</li> <li>The Practice is to collect carer data in respect of patients who may be vulnerable or suffer dementia or are over 85 with a view to updating records.</li> <li>The operation of the electronic prescription service was discussed. This is now operating more smoothly from the Practice's point of view.</li> <li>5000 letters are to be sent out in two batches by 18th September regarding</li> </ul>	

invitation for flu vaccination. We are planning to hold a Saturday clinic to aid the process. PPG offered help with organisation if required.

**7**

**Any other Business**

- The issue of car parking was discussed. Diane said that the Railway pub had previously been approached for help but had declined. The Co-op was amenable but distance made this solution impractical.
- It was suggested that the Practice issue a poster informing patients of what screenings are available, particularly by age groups, to raise awareness. This will be considered.
- Questions were raised regarding the hygiene maintenance and consequent infection control procedures in respect of the blood pressure machine. The Chairman will contact the Patient Services Manager for a response.

**DA**

**DA**

**8**

**Date of next meeting**

The next meeting will be held on Thursday 5th October 2017 at 1.35pm at the surgery.

**Minutes approved:**

**Chairperson**

**Date**