

THE GLENFIELD SURGERY PATIENT PARTICIPATION GROUP

Minutes of meeting held 20th November 2018 at the Surgery 1:00pm

Present:

PPG: Nichola Pell (NP) Mick Reeves (MRe) (Chairman)
 Dave Zanker (DZ)

Practice: Diane Alonzo (DA) Debbie Bradley (DB)
 Riz Ismael (RI)

Apologies for Absence: Sylvia Beck Carol Lincoln Mina Rodgers

Action

1	<p>Minutes of the last meeting</p> <p>The minutes of the meeting held 11th October 2018 were agreed and signed as a true record.</p>	
2	<p>Matters arising from last meeting</p> <p>Mick has provided details of the last comments made on the survey form and forwarded these to Diane. The Practice will review these comments and if necessary amend the survey form. The PPG will be responsible for carrying out the survey.</p> <p>Nichola suggested that we consider putting the survey online. This will be looked at to see how feasible this would be and the practicality of having online access available in the waiting room.</p> <p>The Practice will investigate how many patients have online access with them and privacy issues if we decided to move forward on this front.</p> <p>Mick has been unsuccessful in contacting PC so it was decided to remove PC from the group.</p> <p>The installation of the automatic doors to the surgery and Building B will take place in January 2019.</p> <p>The new couches for the consulting rooms have been delivered.</p> <p>The HLH charity - the proposal to raise money for the Leicestershire 3 Peaks walk has been passed to the practice to see if they can get anyone to participate and there has been a nil response. The PPG expressed their disappointment at this and questioned the commitment of the practice to this cause. Diane agreed to raise this again with the staff and the partners.</p> <p>If the 3 peak challenge goes ahead, Nichola suggested that we try to raise sponsorship through 'Just Giving' donations.</p> <p>The allotments in Groby with raised beds and suitable access for disabled people was mentioned in the October newsletter and details have been passed to the GPs.</p> <p>Mick will speak to Sylvia with regard to the appropriate places in Groby to recruit for additional PPG members.</p>	<p style="text-align: right;">DA</p> <p style="text-align: right;">NP/ MRe/ DA</p> <p style="text-align: right;">DA/ DB</p> <p style="text-align: right;">MRe</p> <p style="text-align: right;">DB</p> <p style="text-align: right;">DA</p> <p style="text-align: right;">MRe</p>
3	<p>Practice staff update</p> <p>Chris Richardson joined the practice last week as a Mental Health Facilitator. Chris will hold</p>	

	<p>consultations on Tuesday and Thursday mornings. Patients will be referred to Chris by the GPs and by reception when they ring in.</p> <p>4 PPG update</p> <p>Recruitment will be targeted in Groby and Glenfield. Members of the core PPG and the PPG Reference Group will be asked if they will share a short message on their Facebook page asking local people, on the Glenfield surgery patient list, to consider joining the Group.</p> <p>5 Matters arising from Practice weekly meeting</p> <p>None</p> <p>6 Building works</p> <p>Automatic doors should be fitted in January 2019.</p> <p>Some illuminated emergency signs had been installed that were battery powered instead of mains powered signs with battery backup. These were returned and refunded. The appropriate exit signs will be installed when the main building works take place.</p> <p>A number of the waiting room seats are in need of repair. These will be recovered in December.</p> <p>7 HLH Charity</p> <p>See matters arising.</p> <p>8 Any other business</p> <p>The local Clinical Commissioning Group (CCG) are considering opening up an Urgent Care Centre from 6.30pm to 9.30pm on weekdays and 9am to 7pm on weekends and Bank Holidays. The Glenfield surgery and Enderby Leisure Centre (the preferred option) are being considered. The surgery is keen to become the Urgent Care Centre as it will improve services to our patients. The CCG Listen Booth was in the surgery w/c 12th November to capture patient's views on the matter.</p> <p>Prior to the meeting, Mick had made the attendees aware that he intended to step down from the PPG at the end of April 2019, having been Chairman since October 2013.</p> <p>Some discussion took place and it was agreed that he would list out all the activities that he was involved in and forward this to Dave. Dave would undertake to discuss this with the rest of the PPG to see how many tasks they were prepared to pick up and then Mick would reconsider staying on as chairman.</p> <p>It was agreed to move the newsletter to a bi-monthly basis.</p> <p>A new telephone system was install last week which has given the surgery additional lines for patients to use. The reporting options, which the Practice was lead to believe came with the system, now seem to be an additional cost option. Practice is meeting Southern Comms this week to discuss.</p> <p>9 Date of next meeting</p> <p>Next meeting will be held on Thursday 17th January 2019 at 1:35pm</p> <p>The meeting closed at 2:20pm.</p>	<p>MRe</p> <p>DB</p> <p>MRe/ DZ</p> <p>MRe</p> <p>DA/ DB</p>
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