

THE GLENFIELD SURGERY PATIENT PARTICIPATION GROUP

Minutes of meeting held 11th June 2019 at the Surgery 1:00pm

Present:

PPG: Dave Zanker (DZ) (Chair) Sylvia Beck (SB) Nichola Pell (NP)
 Mick Reeves (MRe) Lesley Trivett (LT)

Practice: Debbie Bradley (DB) Alison Briars(AB) Riz Ismael (RI)

Apologies for Absence Diane Alonzo (DA) Carol Lincoln (CL) Mina Rodgers (MRo)

Action

1	<p>Dave welcomed Lesley Trivett to the group. Lesley has been a member of the Reference Group previously and currently has an advisory role with the Care Quality Commission (CQC).</p> <p>Minutes of the last meeting</p> <p>The minutes of the meeting held 11th April 2019 were agreed and signed as a true record.</p>	
2	<p>Matters arising from last meeting</p> <p>A clinical pharmacist, Fatima Ali, will be joining the Practice on 17th June. The pharmacist will have more face to face contact with patients to discuss their medication.</p> <p>New telephone system has an outstanding problem where some patients are unable to hear what the surgery is saying to them. The occurrences of this are being logged by the surgery and passed to the supplier for rectification. When fixed, the Practice will go through the reporting options with the PPG.</p> <p>Patient awareness events. Awaiting Dr A Tejani to arrange for the event contact at the Groby Road practice to contact Mick to discuss further.</p>	<p>DA</p> <p>RI</p>
3	<p>Practice staff update</p> <p>A clinical pharmacist, Fatima Ali, will be joining the Practice on 17th June Dr Creana Charadva will join the Practice as a junior doctor in their 3rd year of training (ST3). Dr Bushra Anwar will join the Practice in August as a junior doctor in their 3rd year of training (ST3). Bushra will be with us for about 24 months. A Physician Associate will join the Practice for a period of 5 weeks.</p>	
4	<p>PPG Recruitment/Awareness</p> <p>Since the last meeting posters have been displayed on the Glenfield Parish Council notice boards, in the Glenfield library, in the Co-op and on the notice board in Groby. Nichola has also shared information on Facebook but none of these sources have proved to be useful in attracting possible new members to the group.</p> <p>This week is 'PPG Awareness Week', but as we can hold this whenever we like it was agreed to pursue the practicality of having PPG members at the surgery for half a day each month to make the patients more aware of who we are and to see if we can recruit more members to the Group. Dave and Mick to produce handouts for patients to explain who we are and our rationale.</p>	<p>DZ/ MRe</p>

	<p>Dave said he would be able to do half days to promote the PPG as would Nichola and Sylvia subject to availability.</p> <p>Nichola to look at further use of FB to promote ourselves.</p> <p>It was suggested that the Reference Group be approached to see if anyone would like to join the PPG.</p> <p>The question arose regarding the demographics of our patient list. Zeenat will be asked to provide this information and Alison will assist.</p>	<p>NP</p> <p>MRe</p> <p>ZH/ AB</p>
<p>5</p>	<p>PPG Survey</p> <p>Amongst the points that have been raised from the survey, responses that need to be addressed are:</p> <ul style="list-style-type: none"> • more prominently advertise the available online services. (22.6% not aware), • look at why appointments with preferred GP do not work well • when booking a telephone consultation to give an approximate time when this will happen. <p>The Practice would be asked to respond to these points so they could be included in the survey report.</p> <p>Dave thanked Nichola for the work she had put into preparing the survey and for the high quality of the presentation of the results.</p> <p>It was agreed that when the next survey is ready, patients would be notified by SMS text. The Practice would be able to reach more than half of the patients this way.</p> <p>Three patients have requested training in the use of the online systems. Alison is contacting the patients to arrange training. Some difficulty has been experienced in getting this arranged. Alison was asked to have one final attempt to set this in motion.</p>	<p>MRe</p> <p>DA</p> <p>AB</p>
<p>6</p>	<p>Matters arising from Practice weekly meeting</p> <p>From the minutes of 16th May 2019, item 1.1, Carol Lincoln had raised concerns on the increasing use of opiates and a question has been asked of the surgery in this context. The question has been passed to Zeenat to answer but she has been on annual leave for 3 weeks since that meeting so will attend our next meeting on 18th July to respond.</p>	<p>ZH</p>
<p>7</p>	<p>Building works</p> <p>The building works have now been 'completed'. A snagging list has been drawn up for the builders to sort out. It is planned to formally 'open' the new meeting room on 4th July 2019.</p> <p>Included in the completed works has been the provision of automatic doors to the main surgery and building B. This has been an outstanding item first raised on an annual survey a number of years ago, so it is extremely pleasing to see it completed.</p> <p>An updated list of the building works will be issued when the snagging items have been completed.</p>	<p>DB</p> <p>DB</p>
<p>8</p>	<p>HLH Charity</p> <p>The charity walk held on 27th/28th April - all the monies from sponsorship and donations has now been collected and send to the HLH charity. A total of £2,607.49 was raised. Dave asked that all sponsors, walkers and Mick and his wife Carole, who between them organised the</p>	

	<p>walk, be thanked for their efforts. The next Practice fund raiser will be a 'Summer' hamper. To date the Practice has raised over £1,200 in addition to the walk donations.</p>	RI
9	<p>Primary Care Network (PCN)</p> <p>Dr Chotai will provide an update at our next PPG meeting</p>	NC
10	<p>Lonely Patients</p> <p>Mick to meet with Ben Addison to take this further.</p>	MRe
11	<p>Any other business</p> <p>As some of PPG members had work commitments and were involved with other organisations, Mick asked all members to check their availability for the remaining meetings this year. He will send the dates out to the PPG.</p>	MRe
12	<p>Lesley asked how we decided what to work on for the patients benefit. The main input comes from the patient surveys that we carry out. It is an area where we can improve by engaging more with the patients and could use the survey results to drill down further into specific items and also use the awareness half days to get more patient input.</p>	All
12	<p>Date of next meeting</p> <p>Next meeting will be held on Thursday 18th July 2019 at 1:35pm</p> <p>The meeting closed at 2.25pm.</p>	
Minutes approved:	Chairman Date	