

THE GLENFIELD SURGERY PATIENT PARTICIPATION GROUP

Minutes of meeting held 17th January 2019 at the Surgery 2:00pm

Present:

PPG: Dave Zanker (DZ) (Chair) Mina Rogers (MR)
 Sylvia Beck (SB) Carol Lincoln (CL)

Practice: Diane Alonzo (DA) Debbie Bradley (DB)
 Riz Ismael (RI) Dr J Trayner (JT)
 Dr N Chotai (NC)

Apologies for Absence: Nichola Pell (NP) Mick Reeves (MRe)

Action

1	The Chairman introduced Carol Lincoln and welcomed her to the group	
2	<p>Minutes of the last meeting</p> <p>The minutes of the meeting held 20th November 2018 were agreed and may now be signed as a true record.</p>	MRe
3	<p>Matters arising from last meeting</p> <p>All items relating to the survey are covered under the appropriate agenda item.</p> <p>Mick has been unsuccessful in contacting Pat Casserley so it was decided to remove Pat from the group.</p> <p>It has now been confirmed that the Urgent Care Centre will be sited at the Enderby Leisure Centre. The meeting expressed disappointment at this decision.</p>	
4	<p>Practice staff update</p> <p>Dr Phil Jordan has now completed his GP training and has now been employed by the practice as a salaried doctor.</p> <p>It is hoped to recruit another clinical pharmacist</p>	NC
5	<p>PPG Recruitment</p> <p>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>Mick will be asked to pursue replacement of the notices on the Glenfield Council notice boards.</p> <p>Sylvia and Carol will pursue avenues in Groby including a poster at the library.</p> <p>Carol offered to write an article in the Groby local magazine, Spotlight, seeking members and publicising the HLH Charity.</p>	MRe MRe SB/CL CL

<p>6</p> <p>7</p>	<p>PPG Survey</p> <p>Report from NP:</p> <p>The PPG survey is 'live' at the moment. This is a short questionnaire seeking views about Online Services provided by the surgery.</p> <p>It is intended that it will be available for completion in hard copy from 14th Jan- 17th Feb, and online for a similar time. Results will be collated and analysed in Feb-March.</p> <p>So far, (15th Jan - survey has been open for 4 days), 8 responses have been received online.</p> <p>The survey is being promoted through a range of channels - posters in the surgery, on the waiting room TV monitors and via PPG email groups.</p> <p>Hard copies are available in the surgery foyer and waiting area.</p> <p>This is also the first survey that can be completed electronically. It can be accessed through the surgery website homepage or through a QR code.</p> <p>I will also share the link on my own Facebook page to see what that yields.</p> <p>The electronic version replicates the hard version and was created using the (free) Survey Monkey application. It takes 2-3 minutes and it is very easy to fill in.</p> <p>Survey Monkey has a great number of functions and ideas that can be used to develop future questionnaires, both online and paper. It also collates the basic data to produce easy to view charts.</p> <p>Hopefully, using an electronic copy will encourage more people to fill it in, especially as it is smartphone and tablet friendly.</p> <p>Where possible – and this will not be in every case – people should be directed to the online version. It is very quick, and captures the data in electronic format which reduces the need to input it manually.</p> <p>Rather than one longer annual survey, it is already agreed that shorter, targeted surveys are undertaken, perhaps quarterly. It was agreed that the next two surveys should be: Booking appointments: and Staff and services. Suggestions are invited for the following quarter.</p> <p>The Chairman thanked Nichola for all the work she has done. She has offered to visit the surgery to promote the survey once we have had the opportunity to see what the response is to online only.</p> <p>Now we have created online access this is now offered to the Practice to canvas patient opinion on future proposals.</p> <p>Matters arising from Practice weekly meeting</p> <p>Members of the Reference Group have asked that acronyms are spelt out in full to aid understanding. This was agreed.</p>	<p>DA/D B</p>
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<p>8</p>	<p>Building works</p> <p>The installation of the automatic doors to the surgery and Building B will take place in the first week of March 2019. This was confirmed by the architect to NC during the meeting.</p> <p>The necessary recovering of seating in the waiting rooms has been completed.</p> <p>Replacement of lighting in the whole building will commence on 30th January.</p> <p>Clinicians rooms which are carpeted will have those floor coverings replaced.</p> <p>The stairs to the attic room will be replaced when that room is refurbished</p> <p>DB will continue to provide updates as necessary.</p>	<p>DB</p>
<p>9</p>	<p>HLH Charity</p> <p>DA and NC have agreed to take part in the 3 Peaks Challenge.</p> <p>It is intended to start raising sponsors in February with a view to them walking in April.</p> <p>It is anticipated that a group from Glenfield U3A will participate and some support will be forthcoming from Glenfield Dental Surgery.</p> <p>MRe to be asked to speak to the Reference Group to request advertising on Facebook.</p> <p>MR suggested a prize draw for unwanted Christmas presents.</p>	<p>MRe</p> <p>MRe</p>
<p>10</p>	<p>Practice 6 month Plan</p> <p>See practice staff update</p>	
<p>11</p>	<p>Any other business</p> <p>DZ reported that there had been no response to his request for group members to volunteer to take on tasks from MRe other than NP taking over the surveys. This is to be carried over to the next meeting and further discussed with MRe.</p> <p>The new telephone system is now operating successfully giving additional outgoing lines whilst not reducing incoming lines. Reporting options are not yet resolved with Southern Comms. Patients are being actively encouraged to engage in telephone consultations. This is meeting with some resistance.</p> <p>The subject of attendees at the Partners' Meeting was discussed. It was agreed that doctors would be welcome to attend the meeting if they felt it would be of benefit to them or they could contribute to the meeting.</p> <p>MR enquired about summary care records. The Practise advised that these were attached to registration forms. DA will ascertain the number who have signed up for summary care record sharing.</p> <p>NC suggested that Dr A Tejani has some ideas to help PPG with the provision of theme weeks similar to the current Obesity Week. MR also expressed interest in this idea. RI will see if Dr Tejani would be interested in developing his ideas.</p>	<p>PPG</p> <p>DA/D B</p> <p>DA</p> <p>RI</p>

	<p>Date of next meeting</p> <p>Next meeting will be held on Tuesday 26th February 2019 at 1:00pm</p> <p>The meeting closed at 3:03pm.</p> <p>Minutes approved:</p>	
	<p style="text-align: right;">Chairman</p>	

Date