

THE GLENFIELD SURGERY PATIENT PARTICIPATION GROUP

Minutes of meeting held 10th October 2019 at the Surgery 1:00pm

Present:

PPG: Dave Zanker (DZ) (Chair) Carol Lincoln (CL) Mick Reeves (MRe)

Practice: Dr Ahmad Dr Ali Fatima Ali (FA) Diane Alonzo (DA) Debbie Bradley (DB)
 Dr Charavda Dr Chotai (NC) Riz Ismael (RI) Dr Jordan (PJ) DR S Tejani
 Chelsea McKay Shana Summerfield

Apologies for Absence: Sylvia Beck Donna Edwards

Action

1	<p>Minutes of the last meeting</p> <p>The minutes of the meeting held 15th August 2019 were signed as a true record.</p>	
2	<p>Matters arising from last meeting</p> <p>Diane reported that the problem with the telephone system had now been resolved. Discussion with PPG on reporting from the system to be arranged.</p> <p>Patient awareness events. Still awaiting Dr A Tejani to arrange for the event contact at the Groby Road practice to contact Mick to discuss further. Dr S Tejani to pursue.</p> <p>Nichola Pell to look at further use of Facebook. As Nichola has moved to the Reference Group due to other responsibilities, this will no longer be pursued.</p> <p>Carol has prepared an article for publication in the Groby Spotlight. Now waiting to see if it will be published.</p> <p>Building works – Debbie to inform the PPG when all snagging items have been completed.</p> <p>Dave has forwarded an article for publication in the Glenfield Gazette. This was too lengthy for publication, so a shorter version has been resubmitted. Again waiting to see if it will be published. We would like to publish something about the surgery/PPG on a monthly basis if at all possible. Dave has the deadline dates for each month's issue.</p> <p>Lonely patients – see item 9 below.</p> <p>Dave has produced a handout to try to get more patients to join the PPG. At the request of the practice the wording on the handout has been slightly modified. A copy will be sent to the practice for copies to be produced probably in A5 format.</p> <p>The PPG members will be asked to be at the surgery, possibly once a month for a couple of hours to meet patients and handout leaflets</p>	<p style="text-align: right;">DA</p> <p style="text-align: right;">AT/ ST</p> <p style="text-align: right;">CL</p> <p style="text-align: right;">DB</p> <p style="text-align: right;">DZ</p> <p style="text-align: right;">MRe</p> <p style="text-align: right;">MRe</p>
3	<p>Practice staff update</p> <p>No changes this month.</p>	
4	<p>PPG Recruitment/Awareness</p> <p>Dave has been in contact with a lady who has shown some interest in joining the group. However, she does not have any online facilities. It was agreed that Dave would get more</p>	<p style="text-align: right;">MRe/</p>

	<p>details and then we would consider how best to get information to/from her.</p> <p>As mentioned above, we are waiting to see if we get our articles published in the Glenfield Gazette and the Groby Spotlight.</p> <p>Two members, Nichola Pell and Lesley Trivett have asked to step down from the PPG and to move onto the Reference Group.</p>	DZ
5	<p>PPG Survey</p> <p>The survey carried out in January and February this year has finally been issued and is available on the PPG waiting room notice boards and the surgery website under 'Have your say'.</p> <p>We discussed the next survey and suggested covering the telephone system as a new system was installed about 11 months ago. Diane stated that she had a report available, that the CCG had sent to some of our surgery patients, and that one of the areas surveyed was access to the surgery. One of the problems with this survey was that it was sent to a randomly selected group of patients and so could include patients who had not used the surgery in recent times and whose responses could be 'guesswork'. It was agreed that Diane would make the report available to the PPG and the PPG would consider if they could build on the access question as part of their next survey.</p> <p>Nichola Pell was thanked for her professionalism in getting the technical aspects of the survey sorted and for her analysis of the results.</p> <p>Nichola has agreed to be involved in making the survey available in the technical areas, smart phones and online and also in the final analysis.</p>	DA
6	<p>Matters arising from Practice weekly meeting</p> <p>None.</p>	
7	<p>HLH Charity</p> <p>Likely that the next fund raising activity will be a Christmas hamper. It was also suggested to re-run the 'Bike-a-thon'</p>	RI
8	<p>Primary Care Network (PCN)</p> <p>It has been agreed that a redacted copy of the minutes will be made available to the PPG.</p>	DA
9	<p>Lonely Patients</p> <p>Jeanessa has reformatted the original document supplied by Mick, regarding activities carried out at the Glenfield U3A, as it was felt that some of these might be of benefit to 'Lonely patients'. Mick to check the content and then discuss with the U3A. He would also meet with the newly appointed social prescriber, Farzana Patel, to see if it could be of use in her role.</p>	JLR/ MRe
10	<p>Any other business</p> <p>Flu vaccination programme is now booked through until 1st November. Patients who have not yet replied to their invitation letter will be sent a reminder by text next week.</p> <p>It was agreed to provide an update in the next newsletter and to display a reminder at the U3A renewals day on 17th October.</p> <p>The CCTV equipment is not working correctly. Repairs are to be undertaken and the use of</p>	DA MRe

<p>11</p>	<p>different equipment is to be investigated.</p> <p>Date of next meeting</p> <p>Next meeting will be held on Tuesday 26th November 2019 at 1pm. The meeting closed at 1:50pm.</p> <p>Minutes approved:</p> <p style="text-align: center;">Chairman Date</p>	<p>DB</p>
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