

THE GLENFIELD SURGERY PATIENT PARTICIPATION GROUP

Minutes of meeting held 26th November 2019 at the Surgery 1:00pm

Present:

PPG: Dave Zanker (DZ) (Chair) Mandy Coley (MC) Mick Reeves (MRe)
 Mina Rodgers (MRo) Jackie Spencer (JS)

Practice: Debbie Bradley (DB) Riz Ismael (RI)

Apologies for Absence: Sylvia Beck (SB) Diane Alonzo (DA)

Action

	<p>Dave welcomed Mandy Coley and Jackie Spencer, new members of the PPG, to their first meeting.</p>	
1	<p>Minutes of the last meeting</p> <p>The minutes of the meeting held 10th October 2019 were signed as a true record.</p>	
2	<p>Matters arising from last meeting</p> <p>Riz indicated that the reporting from the telephone system was fairly basic and a meeting has been arranged with the supplier of the system to discuss what could be provided. Mick asked if the PPG could be represented at the meeting. Riz to follow up.</p> <p style="text-align: right;">RI</p> <p>Riz asked if we felt that ‘you are number x in the queue’ was needed, because if used it caused problems transferring calls to other phones in the phone groups. The meeting felt strongly that ‘number in the queue’ was a required feature and requested that the supplier be asked to see what they could do to provide this without disturbing the transferring of calls feature.</p> <p style="text-align: right;">RI</p> <p>Patient awareness events. No contact information had been received from the Doctors Tejani, so it was decided to add a question to the next survey to try to ascertain how much interest there might be amongst the patient population for such events.</p> <p style="text-align: right;">MC</p> <p>Carol has prepared an article for publication in the Groby Spotlight. Mick will contact her to find out if it has been published.</p> <p style="text-align: right;">MRe</p> <p>Building works – One or two items on the snagging list have been completed. Debbie to inform the PPG when all snagging items have been completed. Reconnection of CCTV or improvement to be part of this process.</p> <p style="text-align: right;">DB</p> <p>The article that Dave produced for the Glenfield Gazette was published in November and one for the December edition has been sent. Another article will be send to the Gazette for the January edition but publication seems to be a bit hit and miss. So, if the article is not being printed we will try to find out why from the Gazette. In the course of producing the article, it was established that in excess of 3,000 ‘flu vaccinations have been carried out by the surgery.</p> <p style="text-align: right;">DZ</p> <p>Jackie suggested other places where we could try to publicise the group, such as the ‘Local’, church hall notice boards, the library etc. She agreed to work with Dave on this.</p> <p style="text-align: right;">JS/ DZ</p> <p>Debbie was asked to provide the Christmas and New Year opening hours as we could add this information to articles going onto notice boards.</p> <p style="text-align: right;">DB</p> <p>Dave has produced a handout to try to get more patients to join the PPG. Riz stated that he</p>	

	<p>thought the reception staff were handing these out. He will check.</p>	RI
3	<p>Practice staff update</p>	
	<p>Dr Ali will be leaving the practice on 29th November 2019.</p>	
	<p>Chibs Mfula, Physician Associate joined the practice on 18th November 2019.</p>	
4	<p>PPG Recruitment/Awareness</p>	
	<p>Two new members have joined the group, Mandy Coley and Jackie Spencer. Mandy was aware of the PPG and volunteered her services whilst Jackie saw the article in the Glenfield Gazette and responded as a result of that.</p>	
	<p>Discussion took place on how best we could make patients more aware of the PPG and it was agreed that we would look at being on-site at the surgery every other month for a few hours to engage with the patients.</p>	
	<p>Dave has volunteered to get the ball rolling in January. Mick to produce a list of dates when the PPG would be at the surgery, ideally 2 members and he would circulate this for availability.</p>	DZ/ MRe
	<p>It was agreed that PPG members should have badge, similar to staff, so that patients could more easily identify them when they were carrying out surveys and the like. Riz was asked to organise this by mid December.</p>	RI
	<p>Mina suggested that we approach Glenfield Youth Club to see if we could get some younger patients involved in the PPG..</p>	
	<p>Post meeting note. Dave contacted the parish council for the youth club details and was informed that the youth club closed in March 2017 and that there is now no youth club in Glenfield.</p>	
5	<p>PPG Survey</p>	
	<p>The next survey will be held in January 2020 and be centred on getting patients views on telephone access to the surgery. Mandy has offered to take the survey task on going forward and is heavily involved with this survey. A draft survey has been produced and circulated to the PPG, the Reference group and the surgery for comments. Some comments have been received and the survey amended to take these into account. The draft has been passed to Nichola Pell so that she can format it for 'survey monkey' and to make it accessible for online and smart phone access. A question will be added to see if there is interest in holding 'patient awareness events', (see matters arising), at the surgery.</p>	MC
	<p>The practice will send an SMS message out to all patients where they hold their mobile number, advising them of the survey and how to access it. Some thought will need to be given to ensure the message is short and to the point.</p>	All
6	<p>Matters arising from Practice weekly meeting</p>	
	<p>At the meeting held on 14th November 2019 a SEA (Significant Event Analysis) was raised. Dave asked for the context of the matter. It concerned a complaint made by a patient.</p>	
7	<p>HLH Charity</p>	
	<p>The next fund raising activity will be a Christmas hamper. All staff have been asked to donate items by the end of November. The raffle will be held in December.</p>	RI

8	<p>Engage Consult</p> <p>Some of the reception staff have received their training, the outstanding training is planned to be given on 28th November.</p>	RI
9	<p>Primary Care Network (PCN)</p> <p>Summary copies of the last 3 meetings have been made available to the PPG. Mick asked if the list of attendees could be included in future meeting summaries.</p>	DB
10	<p>Lonely Patients</p> <p>Mick has discussed the leaflet outlining the U3A with the Social Prescriber, Farzana Patel, who would be happy to use the leaflet for some of her patients. Document to be formatted so that it is suitable to give out to patients. Mick to pass to Debbie and to ensure that the U3A is satisfied with what we are doing.</p> <p>‘Silverline’ was mentioned as another organisation that may be useful for some of Farzana’s patients. Details will be passed to her.</p>	DB/ MRe MRe
11	<p>Any other business</p> <p>Mick asked if the Practice could put forward a 6 month plan for February 2020 – July 2020, at the next meeting in January, so that the Practice and the PPG could discuss where the PPG could best assist the Practice.</p> <p>Date of next meeting</p> <p>Next meeting will be held on Thursday 30th January 2020 at 1pm. The meeting closed at 2:20pm.</p> <p>Minutes approved:</p> <p style="text-align: right;">Chairman Date</p>	DB

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