

The Glenfield Surgery

Patient Participation Group

October 2016 meeting minutes



Present: Mick Reeves (Chair) Diane Alonzo – Patient Services Manager
 Mina Rodgers Deb Bradley – Operations Officer
 Dave Zanker Angela Armstrong - Receptionist

Dr Chotai Dr Cooper Dr Salt Dr Traynor

Date: 13th October 2016

Ref	Action
01/10/2016	Apologies for absence <ul style="list-style-type: none"> • Angela Appadoo • Andy Cereseto • Julia Jones • Helen Walton
02/10/2016	Minutes of last meeting Confirmed and signed off
03/10/2016	Matters arising <ul style="list-style-type: none"> • Following the CQC report issued in August 2016, the CCG visited the Practice on 12th October and were satisfied with the progress the Practice has made in the areas deemed 'Requires Improvement'.
04/10/2016	PPG recruitment <ul style="list-style-type: none"> • Andy Cereseto has temporarily withdrawn from the group for personal reasons.
05/10/2016	Practice staff movements <ul style="list-style-type: none"> • Dr Salt retirement date will be 25th November 2016 • The practice continues to have discussions regarding partner opportunities. • Dr Durant left on 25th September but will be available for locum work if required. • A triage nurse has joined the Practice and will work on Mondays, Tuesdays and Fridays. The nurse will handle 30 unbooked appointments each day. • Sandra Neale, Claims Officer, leaves at the end of December. • Kathy Jones, Notes Summariser, retires 21st October.
06/10/2016	PPG / patient awareness <ul style="list-style-type: none"> • Dave has reviewed the current PPG information sources including notice

The Glenfield Surgery

Patient Participation Group

October 2016 meeting minutes



	boards and electronic information and presented some suggests for taking this forward. New posters were agreed and printing arrangements are to be made to make patients more aware of the Group.
07/10/2016	<p>Progress on new services</p> <ul style="list-style-type: none"> Two organisations have expressed an interest in basing services at the surgery and there are ongoing discussions taking place.
08/10/2016	<ul style="list-style-type: none"> Dr Cooper, Dr Salt, Dr Traynor and Dr Chotai joined the meeting.
09/10/2016	<p>Annual survey</p> <ul style="list-style-type: none"> Discussion took place on how the annual survey would be held this year and whether the questions asked should be reviewed. It was agreed to circulated the previous survey and gather people's views on changes.
10/10/2016	<p>Election of Chairperson</p> <ul style="list-style-type: none"> Mick informed the meeting that he would be relinquishing the Chair position at the next meeting in December. He stated that he has held the position for the past 3 years and whilst still prepared to be involved felt that someone else should lead the group. Mick had previously circulated the group with the tasks he performed and stated that these need not all fall to the next chairperson. If other Group members wished to share the tasks then that could work well. All were asked to consider if they would be prepared to take the chair or take on any of the tasks.
11/10/2016	<p>PPG meeting dates / times</p> <ul style="list-style-type: none"> As this was the first PPG meeting held in the day, enabling the Partners to attend, it was agreed to hold the December meeting in the evening, the February 2017 meeting in the day and then to review the situation.
12/10/2016	<p>AOB</p> <ul style="list-style-type: none"> The draft October newsletter was agreed and will be printed and issued as soon as possible.
13/10/2016	<p>Next meeting date:</p> <ul style="list-style-type: none"> Next meeting to be held 14th December at the surgery at 6pm