



**Minutes: Patient Participation Group (PPG)**

**Thursday 6th August 2015 6.30pm – 7.45pm Speedwell Surgery**

**Apologies**

Graham Purnell (Patient) Amanda Greaves (Patient)

**Those Present**

Dr B K Jindal (Senior Partner at Speedwell Surgery) Dr S Nazir (Partner at Speedwell Surgery) Susan Lewis (Practice Manager, Minute Taker) Mr John Bostock (Chair, Patient) Mr Simon Haigh (Patient), Sadia Sarwat (Patient)

**Minutes of the last meeting:-** Thursday 4<sup>th</sup> June 2015

These were read as a true and accurate record

**News From The Practice**

**Questionnaire**

We were going to discuss and approve our internal questionnaire, but we are having an upgrade of our telephone system in October, so we decided to delay the internal questionnaire until the telephone system had been upgraded, in previous questionnaires, the telephone had been marked low, so it would be interesting to see if there was a marked improvement.

The GP Patient Survey had just come out so we shared our findings of that with the group. The conclusion was for the important things Re: GP's giving enough time, good at listening to them, good at explaining tests and treatments, involving them in decisions about their care, treating them with care and concern was marked 89% or over. This can be improved, but we were pleased with the result. The "getting through on the telephone" was marked at 73% of which we acknowledged this.

We were marked low on waiting times, of which we were aware of the reasons for this, and acknowledged this and discussed ways of lowering the waiting times.

**New Registrar**

Dr F Siddique joined the practice in August as a GP trainee and will be with us for a year

**CQC**

CQC are inspecting 25% of General Practices in the Huddersfield Area in August 2015.

Dr Jindal Showed a very detailed presentation to the group, explaining the concept of CQC and what standards they are looking for. The 5 main standards are to be SAFE, EFFECTIVE, CARING, RESPONSIVE and WELL LED. The presentation explained who we are, the demographics of the population of the practice. It pointed key documentation they may look at for example, risk assessment audits, business continuity plans, Equipment Calibration. Dr Jindal explained the importance of feedback and incident reporting. The presentation explained what happens in a typical practice week, explaining all the different meetings.

Dr Jindal explained the 6 group of patients we needed to focus on, and what support and service we offered each of the groups:-

Older People

People with long term conditions

Families, children and Young People

Working age people

People whose circumstances make them vulnerable

And people experiencing poor mental health.

Dr Jindal briefly explained all the other work carried out within the practice for example QOF, QIPP and all the enhanced services we carry out.

The presentation was very detailed, but Dr Jindal tried to give the group an insight into all the work carried out within a General Practice Surgery.

**Date of Next Meeting:** Thursday 1<sup>st</sup> October 2015