



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

**Thursday 17<sup>th</sup> October 2013**

**6.30 – 7.30 @ Speedwell Surgery**

**Apologies**

Ms Dee Haigh, Miss Amanda Greaves, Mr Graham Purnell, Dr B K Jindal, Selma Laaouini

**Those in attendance**

Mr John Bostock (Chair, patient), Susan Lewis (Minute taker, Practice Manager, Speedwell Surgery), Dr S Nazir (Facilitator and Partner Speedwell Surgery),

**Minutes of the last meeting:** Wednesday 21<sup>st</sup> March 2013

These were read as a true and accurate record

**Attendances**

The last 2 meetings have been cancelled due to late apologies. Unfortunately on the morning of the meeting we had 4 attending, but by the evening we only had 1 of the group actually attend. This was due to sickness so hopefully the next meeting will be more successful in terms of attendances.

**Matters Arising**

**CQC**

The practice is working hard to achieve all the components needed for the Care Quality Commission (CQC). Susan had prepared for her staff an explanation as to the background and requirements of the CQC and thought it would be useful to share this with the group. All members will receive a copy with the minutes.

As part of the requirements of the CQC assessment a member of the patient participation group may be asked to attend for interview. We are unclear as to how many they will require, but Mr John Bostock has kindly volunteered to attend if required.

**New Equipment**

All the new equipment is now in operation and we feel help towards better care for the patient.

Dr Nazir explained about our 24 hour blood pressure monitoring machine, in which if a patient has suspected abnormal blood pressure they are fitted with a small monitor for 24 hours and once returned to surgery this information is downloaded onto the computer which gives the GP a accurate summary of a patient's blood pressure activity, then the GP's can make a more informed decision about medical treatment.

## **New Member**

Our new member did not attend so this item will be taken forward to the next meeting.

## **Feedback from the Chair Re: Patient Reference Group Network Meeting**

A few months ago Mr Bostock agreed to go to the Patient Reference Group Network meeting run by the CCG on Tuesday 9<sup>th</sup> July 13 at the Textile Centre.

Unfortunately, he could not feedback on this meeting, due to the fact he had not received any minutes. He was very disappointed because at the meeting he tried to make notes, but the CCG assured him minutes would come out to him. He gave his email address to 3 “secretaries”, but is still awaiting minutes, he did receive a power point presentation, but this did not help him to be able to feed back to the group.

He tried to obtain minutes, and also tried to complain, but he found it very difficult to complain as the system was very complicated. He has informed the group he will not be attending any future meetings.

**Action:** Susan to contact the CCG

## **Any Other Business**

### **SystmOnline**

The new website SystmOnline is working well, 301 patients have signed up to make appointment/prescriptions on line. Patients when making their appointments were putting in the notes slot why they wanted to see the GP which Dr Nazir felt was helpful.

### **Flu Vaccines**

The flu vaccines arrived early October and all nurses and HCA are running flu clinics now, both at Paddock and Longwood

### **Shingles Vaccine**

Any patients, who are 70 or 79 years old, will be called in for a shingles vaccine.

### **Annual Questionnaire**

The practice is preparing to send out our annual questionnaire. It was proposed that we send the draft version out to all members to comment on and return any comments to Susan within 2 weeks.

**Action:** Susan to email questionnaire to all members/partners

**Date of next meeting:** Thursday 16<sup>th</sup> January 6.30pm