

## Draft Minutes Patient Participation Group (PPG) Meeting 20<sup>th</sup> July 2015

1. Apologies from C. Leary.

2. Minutes of the last meeting were agreed and signed.

3. Matters arising from May meeting.

a. The meeting noted the report on progress with building works/upgrade previously circulated. There appears to be some delay with the renewing of the heating system although the landlord remains keen for this to be completed during the next few weeks. A further meeting with Propco staff has indicated that, with slight reorganisation, the consulting rooms could be upgraded without increasing their size. Although this approach is not ideal the alternative would be to lose one of the treatment/consulting rooms completely, which is unacceptable, so it is intended to proceed with just the upgrade. There has been some discussion about the new placement of the public toilets but the final solution proposed seems to be acceptable to staff. No dates or confirmation of final plans have been provided to the Practice. No details have been provided of when the room upgrades (as detailed in earlier notes) are to be carried out. It was therefore agreed that the chairman should contact Mr Perry to request these details, arranging a further meeting if no satisfactory response was received.

MB  
b. The new appointment slips were being used as agreed but there had been no requests for information or contact with the PPG. The Practice staff are happy to continue to issue the new slips and the situation will be reviewed at the next meeting.

c. Although recruitment to the PPG is very important there seems to be little further we can do to improve the membership numbers until we have time to spend in surgery on a recruitment campaign or get the website functioning to try to recruit “virtual” members, so this item was deferred until the autumn.

d. The Care Quality Commission (CQC) Inspection was reported in earlier notes. C. Morris and L. Butcher advised that matters raised for attention by the CQC were being addressed within the Practice.

4. Staffing Issues.

The meeting discussed the staff changes as earlier notified by L. Butcher. Concern was expressed at the continued absence of Dr Marimuthu but the meeting was advised that it had been possible to find the locum cover necessary and her return was expected imminently. Surgery was running particularly late on the evening of the meeting due to unforeseen patient emergencies which had arisen during the day and affected the doctors' appointment schedule.

## 5. Use of surgery website/online information about PPG activities.

a. A. Majid and L. Butcher had met to discuss the potential for website development and agreed in principle what would be a good format for the site. It is now necessary to identify what can be done within the present system and/or how much it would cost to change to one of the systems used by other practices which seem to be more patient friendly and informative. L. Butcher advised that she had not been able to pursue these enquiries due to time constraints but that she would try to get the details as soon as possible and contact A. Majid at that time to consider the next steps to improve the website. It was also confirmed that recent minutes were not yet uploaded to the site but would be put online as soon as time allowed.

LB

## 6. Progress with Prime Minister's Challenge (PMC) bid.

There was little further to report on progress with the PMC bid that had not been included in the briefing notes previously circulated. The Primary Care Transformation Board, responsible for implementing the service changes identified with the bid, are seeking patient representatives to join various development groups but no PPG member felt able to take on this commitment. The GP "Hubs" for the area have now been agreed and Bushfield is linked into a "Hub" with surgeries at Ailsworth, Parnwell, Thorpe Road, Thistlemoor, The Grange, Millfield, Botolph Bridge, Welland, Westwood and Bretton.

## 7. Any Other Business.

a. M. Black receives many requests for patient volunteers to act as representatives on various committees etc. Those requests outstanding were discussed at the meeting but no-one was able to commit the significant amount of time that most of them required. An invitation to attend a System Transformation Public Involvement Assembly (1 meeting only) to hear about future service plans resulted in 3 members of the PPG agreeing to go to this meeting. They will report back to us if there is anything of interest to share.

b. The recent vandalism to the surgery premises was discussed. There is ongoing concern that the CCTV system at the surgery is totally inadequate, the external lighting is insufficient, security alarms are not adequate to meet present day needs and response to security alerts is such that staff feel extremely vulnerable. It was agreed that M. Black would include reference to that in her correspondence with Propco.

MB

c. There were no issues arising from the agenda notes circulated prior to the PPG meeting.

d. M. Black told the meeting that she had become aware of The National Association for Patient Participation. It might be useful for the PPG to register with this organisation as it seemed to provide

helpful information and support. It was agreed that all members would visit the website to see what it had to offer so the suggestion can be discussed at the next meeting. There is a joining fee of £60 (yearly costs thereafter of £40). L. Butcher would see if the Practice were willing to pay this cost for the PPG.

e. After discussion the August meeting was cancelled and the September meeting date changed for organisational reasons.

Date of next Meeting.

7<sup>th</sup> September 2015 6pm