

DR S S SINGH & PARTNERS
PATIENT PARTICIPATION GROUP
MINUTES OF MEETING HELD ON
TUESDAY 10 MARCH 2015

Present:- Anne Wilks
Goriola Sonola
David Frankum
Sandra Lawson
Gaynor Tallis
Sheila Upton
Leslie Conway
Hillary Jackson, Practice Manager

Apologies: Roma Taylor
Dr S S Singh

1 Approve Minutes of Meeting Tuesday 25 November 2015. The Minutes of the meeting held on 25 November 2014, having been circulated previously, were accepted as an accurate record.

2 Matters Arising:

- **Patient Survey:** A draft copy of the survey had been circulated to the Group at the meeting on 25 November 2015. Hillary reported to the Group her intention of publishing the survey findings in the reception area and on the Practice website. Hillary will look into disseminating the survey information as a PowerPoint presentation, allowing for time constraints upon her workload.
- **Practice Personalised Care Plan:** As promised at the last meeting where Helen Poultney, HCA gave a presentation on Unplanned Admissions/Frail & Elderly, a copy of the Practice Personalised Care Plan was circulated to the Group for perusal
- **MacMillan Stand:** Hillary will look into the possibility of relocating within the Reception area from its current position in order to give greater access to the literature
- **DNA:** Figures for the last three months were given:-

December 2014	211
January 2015	165
February 2015	164.

The overall trend would seem to be DNA figures falling. The Practice hopes to roll out text messaging/email messaging to remind patients of appointment times and thereby continue the trend of reducing DNA statistics.

3 WNCCG Representation. David and Roma have been representing the Group at the WNCCG PPG meetings, which are held at George Eliot Hospital's GETEC Centre on a Monday evening. David has been attending the majority of the meetings as Roma has not been well; and will find it difficult to attend the remainder of the meetings for 2015. Hillary will speak with Karen Ashby regarding the substantive effect of the meetings and Gori agreed to attend the next meeting on behalf of the Group. Forthcoming dates for the remainder of 2015 were given as:-

- Monday 11 May 2015
- Monday 06 July 2015
- Monday 07 September 2015
- Monday 02 November 2015.

4 CQC – Care Quality Commission. Hillary gave a presentation to the Group outlining the work of the CQC and with particular attention to what the Practice can expect from its visit by the CQC. All Practices will be visited by CQC within the next two years and would normally reasonably expect 2 weeks prior notification of the date of the visit. Hillary has been employed by the CQC as a Specialist Advisor and will therefore be able to advise other Practices in future. Hillary distributed "Preparing for a CQC Inspection" to the Group and went through this with them slide by slide, giving an explanation as to what the Inspectors will look for, who we can expect the Inspection team to consist of and their areas of jurisdiction. The results of our CQC inspection will be published online with a resultant rating available. Hillary also circulated a copy of "Intelligent Monitoring Report" to the Group, informing that, before the inspection, we as a Practice will have intelligent monitoring, whereby the Inspectors will glean as much information as possible regarding our Practice. Hillary also requested PPG input and support on the day of the visit, as the Inspectors will be able to access our Reception area at will and speak with whomsoever they choose, be it clinicians, nursing staff, reception/admin staff, patients and PPG, if available.

5 Newsletter. Hillary produced the latest edition of the PPG Newsletter, Issue no 5, which was circulated to the Group. Hillary requested any suggestions, amendments, etc. be passed onto her by the end of the week.

6 Practice Access/Appointments. We currently have 14 GPS working with our Surgery, although this will of course change with the retirement of Dr Garala at the end of March 2015 and Drs Singh and Godfrey working part time with effect from 01 April 2015, Dr Godfrey working on a Monday and Tuesday and Dr Singh on a Wednesday and Thursday. Dr Syed has also recently left us, due to family commitments. During the Christmas period we operated an "open access" appointment system whereby appointments were book on the day and this proved successful and so has been adapted for our appointments. Currently the Doctor on Call has no pre-booked appointments, these are book on the day emergency appointments and patients are informed they will be seen but must be prepared to wait. A second Doctor is also book on the day. We are looking into the possibility of releasing the 2nd Doctor's appointments for online booking, but with a timescale which does not disadvantage patients unable to book online.

7 Out of Area Registration. We are now offering out of area registration to patients who do not reside within our boundary area, but who, for reasons of work placement or visiting relatives etc wish to register with us. We will not be offering home visits to such patients, if they need a home visit they must dial 111 and instruct the operator regarding their circumstances.

8 Date of Next Meeting. This will be advised following enquiries regarding the availability of the Hall.