

Minutes

PPG Meeting

Monday 7th November 2016

6:00pm

Present:	Steve Shaw (Interim Chair) - SS Amanda Brikmanis - AB Peter Robinson – PR Beryl Perrin - BP Gareth Brammer - GB Mohammed Islam (Practice Manager) – MI Stephanie Chapman (Asst. Practice Manager) – SC	
Chair:	Steve Shaw	
Minute taker:	Stephanie Chapman	
1. Introductions	Introductions were made	
2. Apologies:	Dr Watts, Pete Edwards & Ray Goodall	
3. Minutes from last meeting:	The minutes of the meeting held on 12 th September 2016 were agreed.	
4. Matters Arising not covered elsewhere		Action / Update
5. Practice Update		
i. Kerbs	Still awaiting update from the Highways Authority.	SC e-mailed and response received (attached)
ii. CQC	MI advised we have received the full CQC report and an Action Plan has been compiled. He explained there were 7 points highlighted but 2-3 were repeated	
1. Legionella	MI explained there was no legionella found.	

	<p>The problem was that although legionella testing had been carried out by Severn Trent they only supply a report if bacteria were found, so when requested to supply certificate of negative testing we were unable to provide this. The water temperature is tested as per requirements. MI explained we do have an issue with our boiler and gas supply which has caused an issue with water temperature but this is in the process of being rectified. A further sample has been sent to a designated laboratory and the result will be back in approximately one month.</p>	
2. Patient safety alerts	<p>Patient safety alerts were not being cascaded to all staff. We now hold clinical governance meetings fortnightly and staff meetings for these to be reviewed.</p>	
3. Significant events	<p>It was felt more regular holding of significant event discussions should be held. These are now incorporated in the Clinical Governance meetings.</p>	
4. Protocols & Policies	<p>It was felt our protocols and policies were not robust; only two out of 200+ were reviewed.</p>	
5. Recording & managing risks	<p>The Chad reported a problem with a vaccine fridge MI confirmed we did have a cold chain issue but this was due to a power cut and no patients were put at risk; the vaccine temperature never went out of range</p>	
	<p>BP asked if we have the opportunity to challenge the report. MI explained we can but only numerical or typos will be changed. The Partners decided the findings were minor and action points implemented. MI also advised we had responded to the article printed in the Chad; the members felt this should be published on our website.</p> <p>MI reassured the meeting that there were no issues with clinical care provided at the Practice 'we are safe'.</p>	
6. Maternity services	<p>There was a box not ticked for Maternity Services and this has now been rectified.</p>	
7. National patient	<p>Because the national patient survey was not shared with our PPG we were marked down. MI explained</p>	

survey	we suspect the report was sent to our previous business manager and not actioned; this is now rectified and all correspondence will now go to MI.	
iii. Appointments	<p>It was agreed appointments still remain and issue. It was proposed publishing a newsletter to show the proportion of online / telephone / face to face slots, book on the day, DNAs.</p> <p>PR proposed to meet with SC to take a look at figures. SC to provide A&E attendances. PR- from a PPG point of view how do the Partners see the PPG can help to form an action plan.</p> <p>MI & SC explained were are constantly looking at ways of improving access and are looking at a triage system for both nurse and GPs.</p>	
6. October Patient Event feedback		
1. October in-practice event	<p>It was agreed the event went well.</p> <p>SS reported a low response to the questionnaire.</p> <p>Conclusion – it was a successful event and one patient is interested in joining. SS to finalise the report for next time.</p>	SC to e-mail SS poster
7. Annual General Meeting	The AGM is (date to be confirmed). The agenda was discussed and will include election of Officers, report by the Chair, a presentation by one of the practice partners followed by refreshments and question time. SS to meet SC to put the agenda together along with a promotional leaflet.	SS / SC
8. AGM	It was agreed to postpone and reschedule for March 2017. To be finalised at January's meeting.	
9. Future PPG events	Programme to be decided.	
10. Address by GP	AJW sent his apologies	
11. Topics for next meeting	<ul style="list-style-type: none"> • AGM • Future events • Action Plan 	
12. Any other business		
i. Newsletter	SS requested we inform him when publication of newsletter so he can forward contents to be	SC will notify when next publication is

	included.	under construction.
ii. PPG social event	PR informed the meeting the CRP Christmas fuddle will take place on Tuesday 13 th December 2016, 6.00 in the Kevin Bird Suite at the Stags Ground.	
iii. Dates of meetings	GB asked if dates of meetings could be published on our website and in the waiting area. SC advised that once dates are confirmed they are available as above.	
iv. Online questionnaires	GB enquired if questionnaires could be available electronically for patients e.g. ePPG members to complete. SC advised these are published on our website (we have no active survey currently). The Friends & Family Test questionnaire is available to complete	
v. PPG events	<p>MI asked the members if they would be interested in organising fundraising events such as Christmas and Easter raffle draws to raise funds for equipment to benefit our patients. Members felt it was not the place of the PPG and pointed out more members are needed to get on board; who would coordinate and sell tickets etc.</p> <p>BP suggested future PPG events to be hosted in community rooms offering free tea, coffee and biscuits, as opposed to the practice where there would be extra space available to enable us to invite more healthcare organisations along.</p>	To be discussed next time.
13. Date of next meeting	Monday 9 th January 2017	

The meeting closed at 18:45