

# Minutes

## PPG Meeting

Monday 12 September 2016

6:00pm

<b>Present:</b>	Steve Shaw (Interim Chair) - SS  James Barnard – JB  Beryl Perrin - BP  Peter Robinson – PR  Dave Howarth - DH  Dr N J Freeman - NJF  Stephanie Chapman (Asst. Practice Manager) – SC	
<b>Chair:</b>	Steve Shaw	
<b>Minute taker:</b>	Stephanie Chapman	
<b>1. Introductions</b>	The Group welcomed Dave Howarth and introductions were made.	
<b>2. Apologies:</b>		
<b>3. Minutes from last meeting:</b>	The minutes of the meeting held on 11 July 2016 were agreed.	
<b>4. Matters Arising not covered elsewhere</b>		<b>Action / Update</b>
<b>5. Practice Update</b>	SC gave her update on a number of topics:	
<b>i. Kerbs</b>	Still awaiting update from the Highways Authority. PR suggested we contact David Pearson, Head of Social Services.	SC rang DP dept but was told he was on annual leave.

<b>ii. Retirement</b>	<p>SC announced JKR had retired.</p> <p>Members asked SC to thank JKR for his work with the PPG.</p>	
<b>iii. CQC</b>	<p>NJF advised we were awaiting the full CQC report. We received good clinical feedback. There were a few marginal issues not acted upon (fridge temperature monitored) but overall clinically happy.</p>	<p>Update next meeting when full report back.</p>
<b>iv. Staff update</b>	<p>NJF informed the members we had successfully recruited two new afternoon/evening receptionists. And we had a new female GP joining us for Family Planning.</p>	
<b>v. KCPCC</b>	<p>Members were advised that our association with KCPCC was coming to an end and the end of the month.</p>	
<b>vi. Ashfield Medical Centre</b>	<p>The meeting was informed of the Practice taking over AMC and that it was early days and they would be kept updated. It was reported AMC have a positive PPG group with a possibility of merger in the future but the two sites would be kept separate for the time being.</p>	
<b>vii. Appointments</b>	<p>It was reported we are experiencing fewer DNA's. We have two ANP's in post with embargoed slots released on the day which is working well. We are looking at introducing a triage system in the next few months. Dr Dodds joined us in August and as well as providing Family Planning services we have extra appointment slots released for her in addition to the usual GP sessions.</p> <p>SC agreed to work with PR in the future to look at the capacity of appts available, the proportion of on the day bookings, intranet bookings etc.</p>	
<b>6. Future PPG Event</b>		
<b>I. October in-practice event</b>	<p>Judith Whistler – Self care Hub, Janita – Medicines Management, Amazon – Beryl Perrin confirmed. SC advised Paige Bramley from AVA Counselling Service would be attending. It was confirmed Room 3 would be available for any private discussions.</p>	<p>SC to e-mail SS poster</p>

		<p>Leaflets printed, TV screens updated, SMS text messages and staff briefed.</p> <p>It was agreed for continuity the same three questions to be used again this year. SS to collate completed forms and feedback at the November meeting.</p>	
7. Annual Meeting	General	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. Topics for next meeting		<ul style="list-style-type: none"> <li>• <b>CQC update</b></li> <li>• <b>October event feedback</b></li> <li>• <b>Finalise AGM</b></li> </ul>	
9. Any Other Business			
i.		The question was raised by DH, does this group add value to the Practice? “we feel we are a sounding board”.	

The meeting closed at 18:45