

ATTENDEES:

J. Hughes, S. Hadley, M. Rees, A. Mills, M. Mills, B. Hill, D. Phillips, B. Chare, R. Sellarajah, E. Boyle, Dr. Horton.

APOLOGIES:

C. Hodgson, s. Davies.

1. The meeting was opened at 6.40pm with J. Hughes in the chair.

2. The minutes of the last meeting held the 8th January 2014 were accepted as a true and accurate record of what there and therefore took place.

3. MATTERS ARISING.

PPG leaflets. The Care Quality Commission (CQC) refused to allow a leaflet dispenser in the reception area, citing it as a "hygiene issue". J. Hughes offered as an alternative, a leaflet enclosed in a frame, with a note that PPG leaflets are available at reception on request.

ANY OTHER BUSINESS

4. R. Sellarajah reported The practice had carried out 29 "Over 40's" health Checks in January. A banner advertising the availability of the checks was being displayed in reception and information shown on the visual display screens.

5. J. Hughes repeated the request for new additional members of the PPG. It was agreed that a more diverse make up was required and should ideally include more members in the 25-40 age group, more female members and members from all ethnic origins. D. Phillips advised an email shot may be more acceptable to the 25-40 age group. R. Sellarajah will investigate using the multi media and email system and also the electronic distribution of the 2013/2014 PPG Report. The PPG minutes and reports will be included on the Practice web site.

6. The message of the month and patient satisfaction survey appears to be working very well. The next message of the month will promote the Sexual Health Clinic.

7. PPG Members will make appointments for PPG representative promotion appearances at the practice.

8. Dr. Horton reported that letters were being sent to people who phoned for same day appointments and then did not turn up or cancel. These letters appeared to be having effect. The DNA figures have reduced.

9. J. Hughes asked if a sanitizer dispenser could be provide at the reception desk. R. Sellarajah will investigate. M. Rees suggested an alternative location between the exterior door and the reception area access door.

10. R. Sellarajah reported on the regional PPG Conference held at Midlands Arts Centre. The presentation on the College Road Surgery PPG given by R. Sellarajah was well received. It was noted that the difficulty in acquiring members of PPGs was a common problem.

11. D. Phillips offered to draft a PPG Newsletter for the next meeting. Dr. Horton agreed the practice would produce black & white copies in quantities of approx. 20 off. The Newsletter will also be published on the practice web site.

12. M. Rees advised Nurse Trudy did not appear on the list of staff on the video display.

13. S. Hadley requested clarification on the appointment advance booking system. Dr. Horton explained the format of booking appointments the; Same Day; Next Day; 1 Week and 6 Weeks in advance and the availability. The viability of the 1 Week in Advance booking is being considered.

14. The situation of the post of Diabetic Nurse was discussed. Paula is presently working Wednesdays. Trudy is undergoing training on the specialisation. The position will continue to be monitored.

15. The post of an additional GP is being considered. Advertisements have been placed and it is hoped a suitable candidate will be forth coming.

16. Dr Horton advised the implementation of the national NHS Summary Care Record System has been postponed. Leaflets and forms to OPT OUT of the system are available at reception.

17. The meeting was closed at 7.55pm. J. Hughes thanked all for attending.

The next PPG Meeting will be 7th May 2014 at 6.30pm.