

PPG MINUTES – 6th May 2015.

Attendees.

J. Hughes (Chair), J. Cox, S. Hadley, S. Davies, B. Chare, R. Sellarajah, Dr J. Collard.

Apologies.

J. Fowler. A. Fowler.

1. J. Hughes opened the meeting at 6.35pm and greeted those present.
2. The minutes of the meeting held on 4th March 2015 were accepted as a true and accurate record of what the and therefore took place. Proposed S. Hadley, Seconded J. Cox.
3. It was not possible to hold the PPG AGM as there was not a quorum present. This item was deferred. An email and mail shot will be sent to the other members asking them to attend the next meeting.
4. There are now more than 150 patients registered for the on-line appointment and prescription service.
5. The Practice has now almost 10,000 registered patients. The Friends and Family Test is now part of the registration process. Of the 28 F & F survey reports submitted 24 were extremely likely to recommend the Practice, 3 likely and 1 unlikely.
6. R. Sellarajah proposed and J. Hughes seconded the change of meeting intervals from bi-monthly to quarterly to allow the Practice to implement any actions and monitor their effects. This motion was passed.
7. At the Practice Staff Meeting, the problem of DNA s was discussed. It was decided that letters would be sent to DNAs who had booked their appointment at least a day in advance. Nurse DNAs – Nurse will send letters to DNAs and Nurse will send text messages and make phone calls to remind patients of their appointments.
8. Achieving Clinical Excellence (ACE) – Practice is achieving and exceeding its targets. The number of carers registered has now increased from 22 to more than 70. The Practice carers register may soon become part of the Care Quality Commission manual.
9. The Message of the Month will be Diabetic Testing and the NHS Health Check availability. These are as required by ACE and CQC. The Practice has exceeded the national target of 20% of 45 -70 year old patients registered taking the NHS Health Check.
10. The Practice has invested in home blood pressure monitors for patients which are proving successful.
11. The Practice Doctors will attend the PPG meetings on a rota basis.
12. The meeting was closed at 7.10pm.

The next PPG meeting will be held on Wednesday 5th August 2015 and will be the AGM.