The Medical Centre, Zulu Road

2A Zulu Road

Nottingham

NG7 7DS

**Agenda Patient Participation Group**

**Wednesday 23 October 2019**

**Persons present: Shelley Taylor PM, , Carol Barlow, , Arthur Reed,**

**Shelley Welcomed and Thanked the members for attending at short notice.**

**Proposed reciprocal Thursday afternoon clinic arrangement change.**

Shelley acknowledged the help that the members were giving by attending at such short notice. Shelley advised that ahead of the meeting, she had emailed ALL of the PPG members to advise them of the meeting. She also detailed the reason for the meeting in the email and asked for any feedback regarding the matter should they not be able to attend.

Shelley explained that Dr Sharma had given notice to the practices of his intention to cease the Thursday afternoon reciprocal service between The Medical Centre, Greenfields Medical, Springfield’s Medical and Riverlyn Medical. Shelley advised that Alice Medical was interested in joining the agreement in place of Greenfields.

Shelley advised the members that posters had been put up in the waiting room area and notices were in place on the website, to invite ALL patients to the meeting along with full details regarding the proposed working arrangements with Alice Medical and if they would like to contact the practice to give their feedback if they could not attend the meeting.

Shelley provided maps and public transport links for the members to look at, including travelling distances, bus routes etc.

The members said that the distance looked completely reasonable and had no objections at all to the proposal.

Shelley advised that the practice had not received any negative feedback from any patient to date.

**CQC Report**

Shelley confirmed that we had received the draft CQC report and it was positive, and thanked the members for giving up their time to come in on the day and speak with the CQC.

**Soft Merger with Alice Medical Centre**

Shelley explained that the practice was intending to enter a ‘soft merger’ with The Alice Medical Centre. She explained that we did not intend to fully merge with the Alice Medical; both practices would remain very much the same, but that we intended to work closer with them, sharing knowledge and expertise. We also intend to carry on ‘sharing staff’ when needed as we have done this on a couple of occasions and it had gone very well. The members felt that it made complete sense, and that in the present climate, working more collaborately with other practices could only improve service and quality.

**AOB**

There was no other business.

**The practice thanked the Group for attending.**