

The Charnwood Practice PPG

Meeting Minutes

Date of meeting Wednesday 9th May 2012
Time of meeting 6:30pm – 7:40pm

Present: Michael Maxwell (MAX) Chairperson, Clare Sherman (CMS) Practice Manager, Pat Davies (PD), Howard Kendall MBE (HK), Susan Kendal (SK), Mohamed Lahaware (ML)

Apologies: Dr Alison Mawby (AM) Partner, Kate Burden (KB), Abu Taher (AT), Krishna Patel (KP), (Minaxi Modi (MM) and Pradip Modi (PM)

Guests: Kate O'Farrell from Connexions, Stephen Fitchett Practice Manager Rushey Mead Surgery

Item	Issue Raised	Action	Timescale	Owner
1	MAX welcomed and thanked all to the meeting this was 1 st meeting as Chair. Apologies for absence received and noted as above. Stephen Fitchett welcomed. CMS invited him to attend meeting as his Practice are just starting up a PPG.	N/A	N/A	N/A
2	No amendments to previous meetings minutes- signed off.	ALL	CLOSED	MAX
3	Practice Update: <ul style="list-style-type: none">• Interviewing for GP hope to appoint shortly• DNA's are going down:<ul style="list-style-type: none">○ 24 GP appointments (-)○ 45 for Nurses (+)○ HCA's 18(-)○ Child Imms (-)• The Practice has been using a range of methods to remind Patients of appointments, the deposit for Travel Vaccinations has seen a real decrease in DNA's for those appointments. Letters & SMS are still being sent and Patients who DNA and we're seeing a number of Patients calling up to apologise. Practice is looking further in to why Patients DNA on same day of booking appointment – more details to follow.	CMS	On-going	CMS
4	Engaging Young People Facilitator – Kate O'Farrell from Connexions came to the meeting and had 3 volunteers from Connexions. Kate gave an over view of	ALL	ALL	On going

	<p>Connexions and advised it's not just for the under 20's they now have a service for 19+ which can help with writing CV's training etc. They offer a drop in service at Charles Street. SK praised Connexions for all their hard work as had personal experience within her family recently.</p> <p>Discussion around the name PPG (what does it mean) felt there was a lack of awareness of what PPG's are, and how to get involved. CMS asked about the language used (jargon) – they felt the name was a turn off, and suggested something along the lines of “Can you make a difference?” MAX asked how they got involved with Connexions – they all heard in different ways- Word of mouth, 16+ leaflets, Internet & School/college. CMS asked if they'd been to their Doctors recently/did they see any PPG references, did they know how to make appointments/what services on offer. All said no not really. It was suggested that PPG's/Practices should be raising awareness by talking to 6th forms/colleagues as guest speakers rather than just sending out flyers. CMS said she'd take up with CCG/Public Health. MAX asked if they'd found attending the meeting tonight worthwhile and they gave positive feedback.</p>			
5	<p>Volunteer for Secretary- MAX raised the issue of no Secretary again, he felt that this role needed to be filled (KB relinquished due to personal commitments) , whilst it was agreed this would be rotated with all PPG members, tonight no one said they'd minute the meeting & CMS has been doing! We really need someone to step up & do this. CMS has offered that the Practice Secretary may be able to type the minutes/agendas but she can't ask her to come to the meetings as this is outside of her job description (plus she finishes at 4.30!) so someone will need to make notes and liaise with Practice. Will be discussed at next meeting and a secretary needs to be found!</p>	MAX All	Ongoing	All
6	<p>Website – Max advised that he's been in to the Practice and has been working with CMS the minutes of the PPG meetings have now been uploaded. Still a lot of work to do and this will be an on-going project as the PPG and Practice develops. MAX asked</p>	MAX	On going	MAX

	that we all consider what we'd like to see on it so we can discuss at next meeting,			
7	Patient Survey – CMS asked all PPG members to consider at least 1 question each that should be included in the next Patient Survey as traditionally the Practice and PCT (Primary Care Trust) have devised these. We'll discuss and agree this at the next PPG meeting. Remember it's not just about how we're doing but how we can move forward.	CMS	07/2012	CMS
8	AOB <ul style="list-style-type: none"> HK asked if PPG could come to a Practice team event as felt it would give staff/Partners chance to meet them in a non-clinical environment. CMS confirmed would put to Partners at next business meeting and will report back. 	CMS	07/2012	CMS

On-going Actions

Item	Issue Raised	Action	Timescale	Owner
1	ZA suggested the PPG make a video to be played in reception areas. Discuss at next meeting	ALL	01/2012	ALL
2	Website development in progress – on going throughout the year	CMS	01/2012	MAX
3	Did Not Attend (DNA) review	CMS	On going	CMS
4	PPG Bank Account/CRB's	CMS	01/2012	CMS
5	Photographs of PPG – extended as not all members present at meeting	ALL	07/2012	ALL

Closed Actions

1	Practice Audit can't be shared as previous partnership not given consent. Should not be an issue at next audit as new Partnership.	CMS	04/2011	CMS
2	Donation – wheelchair – bought with unclaimed travel deposits	CMS/ZA	01/2012	CMS

Dates of Future Meetings

Dates of future meetings:-

Date	Location	Time
Saturday 7 th July 2012	The White House Scraftoft	11am