

The Charnwood Practice PPG

Meeting Minutes

Date of meeting Saturday 7th July 2012
Time of meeting 11am

Present: Howard Kendall MBE (HK), Kate Burden (KB), Clare Sherman (CMS) Practice Manager, Margaret Ashmore (MA), Pat Davies (PD), Susan Kendal (SK), Michael Maxwell, Chairperson (MAX), Dr Alison Mawby (AM) Senior Partner, Dr Praful Patel (PCP) Partner.

Apologies: Minaxi Modi (MM), Pradip Modi (PM), Mohamed Lahaware (ML)

Item	Issue Raised	Action	Timescale	Owner
1	Max welcomed and thanked all for attending meeting. Apologies for absence received and noted as above. Matters Arising: HK suggestion to make video of PPG meeting to show to Patients via JEX board in reception areas. CMS: To ask CCG to consider request	N/A HK/CMS	N/A N/A	N/A CMS
2	No amendments to previous meetings minutes- signed off.	ALL	CLOSED	MAX
3	Practice Update & Announcements CMS provided Practice with up to date issues within the practice <ul style="list-style-type: none"> • New GP, Dr Jaffer starts on 16/07. 7 sessions a week, is also trained in Minor surgery + Coil Clinic • Dr Galal Grera will be staying at the Practice indefinitely as a Salaried GP. • Dr Radia will be on long term leave due to Family problems. • We are in the process of interviewing new apprentices + position for a full time receptionist. • Due to recent storms staff had to move out of the admin office to rooms elsewhere as water was coming through the lights. If this happens again this week will need to invoke a contingency plan. Builders are coming out next week Tue 10/07 to inspect the damage caused. • The practice sees over 3,000 	CMS	On-going	CMS

	<p>patients a month.</p> <ul style="list-style-type: none"> • Training sessions on where and how emergency equipment has paid off as we have had 2 incidents with patients where this equipment was needed • Practice has now purchased a set of digital weighing scales that weighs patients up to 40 stones. • The new wheelchair was used for the first time. • We have had problems in calling patients via the calling board something wrong with the sound. Engineer will be coming out next week to sort. • DNA's are going down- except for Child imms and nursing appts disappointing results. We are trying out different ideas to try and rectify this • We are having a few problems in getting patients suffering with chronic illnesses in for their annual reviews. • We have completed 221 NHS Health Checks. We are the second highest in all City practices to do this. Dr Mawby has had training sessions with HCA's so they can now do NHS Health Checks. We are well on the way to hitting all targets for this. • CCG are looking at patients with Respiratory problems to get them in for Health Checks. 			
4	<p>Engaging young People</p> <p>CMS at the last PPG meeting would get in touch with CCG. Working directly with Public Health in engaging people aged 16-20. Suggestion advertising PPG at schools, Connexions, and changing name form PPG to something else. CMS said she will get involved to promote CCG to younger people. CMS said she will be attending a meeting with the CCG and will mention contributing to PPG. She will update PPG later in the year. HK asked if CMS could mention to CCG</p>	CMS	On-going	CMS/MAX

	about video.			
5	<p>Nominations</p> <p>There were no nominations for secretary. Max asked if family members could take notes for PPG.</p> <p>Dr Mawby suggested we take it in turn to take notes.</p>	All	On-going	All
6	<p>Website</p> <p>Max apologised he has not been able to do much to the website at this moment in time.</p> <p>CMS suggested we try to page link with N.A.P.P also with possible links to other websites including Choices, NHS website, NHS Direct. Max was reminded to get back to connexions. Patient .co.uk also Twitter- to promote services we provide and face book.</p> <p>Max asked PPG to contact him during the next 2 months before the next meeting.</p>	MAX	On-going	All
7	<p>Car Parking: HK suggested writing to the Liz Collis Health Centre Manager stating the problem at not being able to park in the centre car park and around the surrounding area; this is causing a problem for patients. Max suggested to get in touch with LLC stating this was discussed at the PPG meeting.</p> <p>Suggestions were made about starting a petition. SK/HK will start process to sort this out.</p>	HK/SK	On-going	All
8	<p>AOB:</p> <ul style="list-style-type: none"> • KB problem with script not being signed out • HK Problem with pharmacy not having medication in stock. • Max was concerned about health and safety of staff at reception protecting them against members of the public who are abusive. He suggested that barriers to be erected at the reception. Would need to speak with Health Centre Manager (Liz Collis), CCG. • CMS asked if the PPG had any thoughts of questions needed for our patient questionnaire need to get this moving and in place before October. 	All	On-going	All
9	Meeting closed			

Dates of Future Meetings

Dates of future meetings:-

Date	Location	Time
Saturday 29.09.2012	Whitehouse Scraftoft	11.00am