

The Charnwood Practice- PPG Meeting Minutes (Draft)

6th December 2014 11am – 1pm
Room 1 – Ground Floor, Merlyn Vaz.

Attendees

Present: Michael Maxwell chair (MAX), Dr. Alison Mawby (AM) Partner, Paul Houseman (PH) Practice Manager, Pradip Modi (PM), Minaxi Modi (MM), Howard Kendall (HK), Sue Kendall (SK), Mohamed Lahaware (ML), Pat Davies (PD), Angela Macklin (AMM) Deputy Team Leader.

Agenda

1. Apologies.
Kath Brain (KB)
2. Previous meeting minutes agreed.
3. Matters arising from the previous meeting minutes.

None

4. Updates:

a. Staffing (PH)

- i. Welcome to Jisha Thomas new Practice Nurse.
- ii. Best Wishes to Dr Tripathi who will be leaving on the 9th December.

PPG members welcome the arrival of Jisha, and pass on a note of thanks to Dr Tripathi for his work at the Surgery.

b. Services / Projects Updates

- i. Change to the Sit & Wait clinic – now Minor Illness / Injury. (AM) discussed the new Minor Illness/ Injury clinic and highlighted the expanded service offering in the afternoon, provided by Jonathan Mawby (Paramedic Practitioner).
- ii. Friends & Family Test update. (PH) stated that the FFT was now available both within the surgery (hardcopy) and (online) via the new website. (PH) talked through background to the question, the value that the Practice can achieve through its use. PPG members welcomed the opportunity for Patients to provide the 'real time' feedback.
- iii. New Practice website. (PH) gave a demonstration of the new Practice website and the enhanced capability that includes a language translation tool. PPG members welcomed the development. (PH) also stated that the PPG member photographs will be uploaded to the website. Action – take new photographs to include missing members.
- iv. Patient access to online medical records. (PH) highlighted that the Practice will be providing the capability for Patients to view a summary of their medications via the online access to their medical records. Security controls managed through the clinical system.

c. Complaints / Significant Events

- i. Cleaning regime at the Merlyn Vaz – update. (PH) noted that the cleaning company Interserve had performed a 'self-audit' and passed. (PH) was surprised by this and will work with (KB) to ensure that Infection Control is maintained.
- ii. Building opening times / issues. (PH) highlighted that on a few occasions the building had not been opened on time, causing delays for staff and Patients. The Practice had to invoke the Business Continuity Plan to ensure continuity of service. Impact, low, the building was opened at 8.10 am.

5. AOB

None.

Next Meeting Saturday 06th February 11am-1pm Merlyn Vaz.

Action Log

Ref.	Date	Action	Owner	Update	Status
16/08/1	16 Aug 2014	Name badges for staff.	AMM	Issued to staff.	Complete
16/08/2	16 Aug 2014	Options for PPG marketing.	PH	New website to aid the promotion of the PPG	WIP
16/08/3	16 Aug 2014	PPG photographs	PH	New website with capability to display photographs as an initial step.	WIP