

## Patient Participation Group Minutes Tuesday 8th May 2018 – 5.30pm

**Attendees:** KG, AG, SL

**Chair:** Mike Neville (MN)

**Apologies:** RJ, MR, DR, IG, CG

### 1. Welcome

- MN welcomed the group to the meeting and recognised constraints regarding number of apologies
- Apologies included RJ, who had agreed at the previous meeting to Chair, however work commitments meant he could not attend

### 2. Purpose of the group

- The purpose of the group was reconfirmed

### 3. Ground Rules

- The ground rules were reconfirmed

### 4. Updates from last meeting

#### a. Patient Chair

- As per in the welcome, RJ had to send his apologies and therefore could not attend to chair the meeting, or contribute to the agenda.
- MN re-iterated the importance of the group being patient led
- RJ to chair next meeting

#### b. NHS choices website

- A further positive comment has been received by an anonymous person
- Practice now has a rating of 4 out of 5 stars on NHS Choices
- Practice also has a rating of 5 out of 5 stars on Google Business Search

#### c. CQC

- MN informed the group that the CQC had planned to attend the practice in April, however both the practice as well as Cheetham Hill (Dr Bokharis other practice) would have been left understaffed – NFMC both clinically and non-clinically; and cheetham clinically; so the CQC agreed to postpone the inspection
- Date to be confirmed

#### d. Changes to the premises

- The patient car park has now been finished. Very positive comments have already been received for this very much overdue improvement
- The patient toilet will be refurbished in June – wall knocked down, and opened up to give rise to room for a baby changing unit, as well as increased Disability equipment. While the work is being completed, patients will have access to the staff toilet.
- A new power assisted from door will also be installed in either May or June, depending on when the manufacturer can provide the doors

- iv. The premises will be painted both inside and out in June or July depending on availability of the contractor
- v. The staff kitchen will be refurbished in June or July depending on the contractors availability
- e. Increase in GP sessions (and list size)
  - i. The list size has now increased to 4128 – Since 1<sup>st</sup> January 2017, this is an increase of 33 patients, or 8.9%. MN attributes this to the hard work that the staff have put in to the practice, but also the fact that we now have a stable GP workforce – and we are only increasing this stability
  - ii. The practice now has 2 additional GP sessions on a Wednesday (1 in the morning and 1 in the afternoon)
  - iii. The Royal College of General Practitioners recommend a practice should offer 70 appointments with a prescribing clinician per week per 1000 registered patients to safely run a practice
  - iv. This practice currently offers 98.11 including the appointments with Lynn who is also a prescribing clinician
- f. New GP
  - i. Dr Michal has now started with the practice, and is engaged as a sessional GP. As the practice expands, it is likely that he will increase the number of sessions, however the long term aspiration is that he joins the practice on a permanent contract.
- g. Feasibility of TV in waiting room
  - i. MN has had a meeting with a company who provides this service. The option is feasible, however needs to also speak with other providers in terms of what can specifically be offered.

## 5. Any Other Business (AOB)

- a. MN asked the group to consider other ways that the practice could engage with the community following the success of the sports kit sponsorship of Mount Carmel School
- b. Members to consider and bring ideas to the next meeting

**Date of next meeting – 9<sup>th</sup> August 2018**