

# Notes of PPG meeting held on Thursday 7<sup>th</sup> April 2016 in the Woodgrange Medical Practice

## Present:

Peter Rekhaye (Chair)	Dr Y Patel
Caroline Brown (Secretary)	Darshan Kaur
Rebecca Hemming	
Mr Charles Knolly	
Lorraine Francis	
Jennifer Sheikh	

### 1. Apologies

There were no apologies

### 2. Minutes of the last meeting

These were accepted as an accurate record of the previous meeting.

### 3. Matters Arising

#### 3.1 Confidentiality

It was noted that the “queuing stand” was in place and the number of reception windows opened had been increased in busier times. The stand appeared to be effective, some patients did need to be gently reminded but generally it was working well. In very busy times the receptionists had access to a bell to call others to help at the windows.

#### 3.2 Recruitment

Confirmed that the maternity leave had now been part covered with another surgery – which was working well

In addition a new nurse practitioner had been employed too.

### 4. Main agenda

#### 4.1 PPG Report 2015/16

The annual report was accepted.

#### 4.2 CQC visit

Noted that a CQC visit was due, before the end of September 2016. The surgery would receive two weeks notice of the visit, together with a list of documents required beforehand – this may lead to additional information being required.

There was a discussion regarding the areas the CQC would look at. It was confirmed that the CQC would be concentrating on the performance of the Practice for patients particularly in relation to whether it was:-

Safe  
Caring  
Responsive  
Effective  
Well Led

It was agreed that the Practice would let members of the PPG know once the date was announced and where possible members of the PPG would attend.

**ACTION: WMP**

#### **4.3 NHS Choices and Friends and Family (FTT)**

Options for patients to give their opinions were discussed. A terminal had been placed in the reception in order for patients to give immediate feedback

There was a discussion concerning the importance of patient feedback and learning from that whilst also giving patients in order to understand their issues and learn from complaints. Completion rates for the FTT had been low therefore there will be different ways of completing including in the surgery, on the website etc, this will be monitored for higher return rates.

5. It was discussed that better signage on all floors would be good as patients can get 'lost' in the building and be confused about which floor they should be in to see which clinician. *Since then WMP have implemented notice boards in each waiting area on all floors which is updated each day with room numbers and clinicians to make it easier for the patient to get to the correct floor and clinician.*

#### **6. Quarterly PPG meetings**

It was agreed that a total of meetings would be set for the whole year, with the option of additional meetings for any urgent PPG business. The dates of the next two meetings are below.

#### **7. Any other business**

There was a discussion regarding Practice telephones – JS had experienced an issue but DS confirmed that this had now been resolved.

There was a discussion concerning further details on days individual doctors worked in order that patients could book with the same doctor for continuing care or specialism. There was a mixed response. It was agreed that this would be displayed in the reception area.

#### **8. Date of the next meeting**

Thursday 14<sup>th</sup> July 7pm WMP

Thursday 20<sup>th</sup> October 7pm WMP