

**MINUTES OF PATIENT PARTICIPATION GROUP MEETING**  
**ON 19<sup>th</sup> APRIL 2018**

**PRACTICE ATTENDEES:**

Dr M.S.Esmail (MSE)  
Shila Pindoriya (SP)

**PATIENT ATTENDEES:**

Chair (BG)  
Secretary (HC)  
Mr HS  
Mrs SA  
Mrs P O  
Mr US

**APOLOGISES FROM:**

Mr MV  
Mrs BS  
Mr IO  
Mr DS  
Mrs MS  
NK

**Introduction and welcome**

Dr MS Esmail welcomed everyone to the meeting and thanked them all for coming.

**BACKGROUND**

- Explained what the reason for having a Patient Participation Group is.
- How we can improve the service by getting feedback from PPG.
- To take this PPG further we need to have a Chairman, Secretary and members in the PPG.

## **ACTION TAKEN FROM LAST PPG MEETING:**

Minutes of the last meeting agreed by members of the group.

Chair Mr B G informed members that he no longer wishes to be chair due to family commitments.

HS was elected by the PPG members, a notice will be put up in the surgery for 2 weeks to make other patients aware that a new chair has been elected.

CQC to be informed so that updates are sent to the new chair.

MSE – Informed members that the ECG clinic has started and the practice nurse carries them out.

HS – Asked if travel vaccinations are now available at the surgery.

SP – Informed the group that only Typhoid is available at the moment.

HS – Have CQC carried out their inspection of the areas they highlighted

SP – Stated that they have not been yet but it can be any time within the next 12 months, also informed the group that Infection control had been to the surgery which went well but gave two actions. One was to get the fridge serviced on a regular basis and the second to ensure the clinical waste bags had the practice codes marked on them.

There is also a backup fridge on site.

SA – Asked if samples were being collected from surgery.

SP – The service stopped a while ago and all samples were being collected from Shrewsbury Road.

HS – What changes have made from the actions given from the CQC inspection

MSE – Gave a update on staff training – Fire Safety updated and General Data Protection Governance (GDPR) which came into force on the 25/05/2018.

The seating has been changed in the breast feeding room. A new stepper has been purchased and placed in consulting room 2

MSE asked the group how we can encourage patient to complete the Bowel Cancer Screening testing kit.

Group suggested TV, Posters, leaflets and speaking to patients about the test when they came into the surgery.

HS – Suggested that a letter go out from the GP for better take up.

MSE – The community links are already sending out letters as well as calling patients, same applies to Breast screening process.

SA – Asked what the uptake of the flu vaccinations were

MSE – There was better uptake in the latter part of the campaign.

BG – Spoke about encouraging patients to opt-in to share data – summary care record with hospitals

MSE – Encouraging patients to use online services – to book appointments and view record and ensure all information held is accurate

SA – Mentioned telephone conversations held by reception staff were repeating patients details out loud can be heard by patients in the surgery

MSE – Stated they do not repeat details but will inform staff to be more discreet however there are patients that are hard of hearing which need to be catered for.

**Next PPG meeting on 19<sup>th</sup> July 2018 at 18:30pm hours**