

**PPG Group Meeting - Minutes  
Birchdale Road Medical Centre  
08<sup>th</sup> November 2018**

**Agenda**

Apologies  
Minutes of the last meeting  
Terms of reference  
Care Quality Commission (CQC)  
Patient experience

**Present:** HC (Chair), SA, BG and Dr Mohamed Esmail.

**Apologies:** Shila Pindoriya. The low attendance was discussed and it was suggested that we look at PPG meetings not during school Holidays or other festivals, which could explain the poor show today.

**Minutes of the last meeting**

Corrections/amendments;

Question raised in the previous meeting whether GP needs to be present at PPG meetings. Members agreed it would be more informative for PPG group members to have GP present as this would enable transparency in policies/procedures and give an insight into the challenges the practice face.

Email address for PPG members was revisited and it would be helpful for the Chair/secretary to have access to this list for the distribution of minutes, agendas and other useful papers for meetings. The caveat was that BCC should be used when sending group emails. Practice Manager to contact PPG member to get their views.

Previous minutes did not contain discussion regarding an induction for all new members wishing to join the PPG.

**Terms Of Reference**

This item was deferred until the next meeting as members did not receive the information.

**Care Quality Commission (CQC)**

The CQC inspected the practice on 03/10/18, the chair informed members that he attended and met with the inspection team who asked questions with regards to the running of the PPG and how effective it was. The chair stated he was also asked "How different groups are catered for?" And was unable to answer this question due to not having any knowledge of the services offered at the practice.

It was agreed this would be an action point for the GP to give members a summary of the services provided at the next PPG meeting.

Dr Ismail informed members on how the CQC also looked at the health and clinical procedures in place. The outcome of the inspection is yet awaited.

### **Patients Experience**

The chair enquired if there had been any complaints or concerns raised by any patients? Dr Esmail informed the group none had been reported. It was agreed that "Patient feedback" would be a standard agenda item for all future PPG meetings.

### **AOB**

The Chair asked members to think of ideas on how we can recruit more members to be part of the PPG and how we can publicise the take-up for the flu vaccination. To be discussed at next meeting.

Date of next meeting 31/01/19 6:30pm

### **Actions**

**Chair** - to look into how other PPG groups operate

#### **Practice manager -**

- 1) To report back numbers of appointments in the last 3 months for both GP and Nurse.
- 2) Number of did not attend (appointments).
- 3) To find out from members regarding their view to share email addresses with other members

#### **GP-**

- 1) Number of flu vaccinations administered.
- 2) Patient turnover (number of new patients joining/number of patients leaving).
- 3) To provide a detailed summary of the services offered by the practice.

### **All members**

Think of ideas on how we can recruit more members for the PPG and how we can make it more effective