

**MERRIDALE PATIENT PARTICIPATION GROUP**

**Minutes of meeting held on 15<sup>th</sup> May 2014**

<b>Present</b>	<b>Apologies Sent</b>
John Brennand (Temporary Chair)	Angela Bailey
Jay Champaneri (Secretary)	Marilyn Draycott
Reverend Joseph Suray	Cara Morgan
Raj Mann	Terry Parker
Jill Smith	
Vin Davda	
Alan Gledhill	
David Smith	
Carl Porter	<b>Did not attend</b>
Stephen Ashmore	Olga Dmochowska-Korzekwa
Helen Rhodes	Jan Butlin
Dr Tew	<i>Viktoria Petrikaite??</i>
<b>Total 12 attendees</b>	

*NB Action points are denoted by ▲*

**1. Minutes and matters arising from the previous meeting**

The minutes from the previous meeting were discussed and agreed.

**2. Welcome of new member Stephen Ashmore.** Stephen has worked in NHS for over 20 years especially in quality issues. Particular interest is patients who do not attend for booked appointments.

**3. Point raised by AG about car parking and specific concerns around disability parking.** Asked if there is anything that could be done about 'policing' the spots to prevent misuse. Also parking in the turning circle, could this be marked up as a yellow box area. Also asked whether there could be a notice on entrance of the area to warn patients this is disability parking only.

▲ Would pass to Cara to investigate and discuss with the landlord.

**4. John announced that this would be his last meeting** as he is moving out of area. JS thanked John for his service and commitment to the group. Discussion then took place about how to select a new chairperson. It was agreed by all that the process would be by displaying a general notice on the PPG noticeboard in main reception. Anyone who responds to that notice by expressing an interest in the post would then be discussed at the next meeting.

▲ JS kindly agreed to chair the next meeting

▲ Cara to arrange display of a notice about the vacant post

5. **Appointment of a new secretary** .As Jay has stepped down Vin Davda kindly agreed to take on the position with JB doing a hand over and explaining duties after the meeting. Thanks to them both

6. **Cara's update had been sent to all members prior to the meeting** (*Copied in below for reference*).

▲ JS asked that any items that needed to be added to the agenda to be sent to Cara please

▲ Cara to send an update to everyone (as usual) prior to the next meeting in July

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*Update sent to PPG members on 12.5.14:*

- **TV media screens**

*These have now been installed along with the power which is a very positive step. Unfortunately one of the screens had to be positioned in a less than ideal location though which may need us to re-think how some of the seating is laid out currently. At the moment we are awaiting some further details after which we will be able to upload and revise the information on display so please bear with us in the meantime.*

- **Cleaning audits**

*These are in the process of being carried out and some changes are being made to ensure that a consistently high standard of cleanliness is achieved and maintained.*

- **CQC follow-up visit**

*On 23.4.14 we had a further (follow-up) visit from the CQC inspectors. Their main purpose was to review our progress against the various action points. The visit went exceptionally well and we are now awaiting their further report.*

- **Mental Health Practitioner**

*We are pleased to advise that Andy Lane has now joined the Practice. Andy is a very experienced Mental Health Practitioner and will further enhance the wealth of knowledge, experience and skills mix we now have within our clinical team.*

- **New Practice Nurse**

*Ann Eato has also joined the Practice and is working alongside Gayner and her team*

- **Dr Alizadeh/Dr Grera**

*Sadly for us, Dr Alizadeh will shortly be leaving the Practice to take up an exciting Partnership opportunity at another Practice. We wish her all the best as she has proved to be very popular with patients and staff alike. We are in the process of recruiting for her replacement and Dr Grera has now increased the number of clinics he has.*

- **Review of posters and notices**

*Linked partly with the arrival of the TV display screens we are continuing with a review of the various posters etc we have on display as we want to ensure that we avoid information overload whilst making sure required information is readily available in the most suitable way and appropriate formats. The views of the PPG will be welcomed in respect of this review and also as regards 'zero*

tolerance/wording regarding inappropriate behaviour" following a recent matter which was brought to our attention.

- **Usage of front desk**

Consideration is being given to possibly dedicating 1 of the front desks solely to prescription related enquiries with the aim of patients having a single point of contact for face to face prescription queries. There are some pros/cons with this but the views of PPG will be welcomed at the next meeting as the subject is then due to be discussed at team meetings next week.

- **General appointment update**

Will be provided at the meeting (if time allows).

- **Newsletter topics**

To be discussed with you all

- **Terms of reference**

As there are a few matters (mentioned above) which we are keen to seek your input on please at the meeting on Thursday -if you are all in agreement it may be best to defer this particular TOR topic until next time perhaps so we can have a meeting focussing solely on the PPG TOR?

7. **ECGs and ultrasounds** RT announced that these can now be done at the surgery as can physiotherapy

8. **New Mental health practitioner starting** RT informed the group that on 30<sup>th</sup> June an experienced Mental Health Practitioner (Andy Lane) will be joining the Practice. PPG members asked if he could attend one of the future PPG meetings to discuss his role.

▲ Cara to will liaise with Andy to arrange this

9. **Changes to clinical team composition**

Changes and advertising for replacements were discussed generally

10. **CQC follow-up report**

RT confirmed that the further report has now been received from the Care Quality Commission (CQC) which can be viewed on the 'Useful Links' page via our home page. That report confirms that the Practice fully meets the essential standards which the CQC Inspectors were focussing on during their inspections. JS thanked all of the surgery staff in achieving this

11. **PPG handbook**

▲ Cara to arrange for a copy of the PPG handbook to be scanned and emailed to all PPG members (with a copy of the terms of reference).

▲ Cara also to ascertain from members their preferred days for future meetings beyond July

## 12. **Demographical information**

▲Poster to be displayed shortly within the waiting area summarising demographical information with a view to encouraging patients to ensure that they provide such information as this proves useful

13. **Thanks and farewell To John Brennand** This was John's last PPG meeting. RT presented John with a card and present to thank him on behalf of everyone in the PPG and at the surgery for all his help with the PPG. Everyone wished John the very best for the future.

Everyone was thanked for their input

**Next meeting: Thursday July 10<sup>th</sup> 12.15pm**