The Charnwood Practice PPG

Meeting Minutes

Date of meeting	Saturday 9 th March 2013		
Time of meeting	11am		

Present: Michael Maxwell chair (MAX), Kate Burden (KB), Clare Sherman (CMS) Practice Manager, Pat Davies (PD), Minaxi Modi (MM), Pradip Modi (PM)

Apologies: Dr A Mawby (AM), Margaret Ashmore (AM)

Item	Issue Raised	Action	Timescale	Owner
1	Max welcomed and thanked all for attending meeting. Apologies for absence received and noted as above.	N/A	N/A	N/A
2	No amendments to previous meetings minutes- signed off.	ALL	CLOSED	MAX
3	 PPG Survey – all received a copy of the action plan. MAX apologised over confusion at the last meeting as some thought cancelled some attended. Agreed to send SMS from Practice to remind members. PM made a suggestion in the report to be amended to say 2 clinicians working 1 extended. Action from last meeting was the suggestion of coffee/refreshment room at the centre. MM said Liz Collis had said not used the room as cleaning was an issue. All felt this wasn't LC decision as this is a centre for the local residents, and there is a genuine need. MAX will take up with LC. 	ALL	On-going May 13	МАХ
4	 Practice Update & Announcements CMS provided Practice with up to date issues within the practice Mike, Nick, Gwen all joining this month in Patient Services Team Heather decided not to return following maternity leave Kath Brain retired at end of last year, Rozmin has left to take up 	CMS	On-going	CMS

			r	1
	new full time post			
٠	Elaine Bowen joining the team as			
	Practice Nurse – we are getting			
	support from Kath and through an			
	agency too so that patient care			
	isn't affected			
•	Clare's official last day is 15 th			
	March but she will be supporting			
	the Practice until end of April. Paul			
	Houseman will be joining in April			
	as new PM he comes from			
	Inclusion Health where he			
	currently the Quality Manager			
٠	Annual Quality Review meeting	514		0.40
	with CCG last week and CMS	PM	15.03.13	CMS
	provided a detailed breakdown of			
	the meeting and areas covered.			
	PM asked if CCG could review			
	copies of the Balanced Score			
	Card CMS said she'd check with			
	CCG – area that PPG would like			
	more clarification on was			
	prescribing, PM said some items			
	being changed but LLR formulary			
	wasn't up to date hence why so			
	many requests for alternatives.		May 10	
	CMS advised outside her area of		May 13	PM
	expertise and suggested that PM			
	contact AM to discuss.			
٠	DNA rates to an all-time low of 59			
	for GP appointments. All felt that			
	SMS and online booking had			
	helped to improve this.			
٠	Practice has been piloting new			
	service for Patients with Mental			
	Health issues and moving care			
	from hospital to practice where			
	appropriate Rob Mayer is leading			
	at the Practice and after a slow			
	start Patients are coming in and			
	benefits can be seen.			
•	LCCCG has agreed to partially			
	fund a new service for the			
	Practice called Patient Partner.			
	The Practice will be piloting for the			
	city. It works alongside the current			
	appointment system but means a			
	Patient can call any time of the			
	day/week and book/cancel/check			
	an appointment they don't have to			
	wait until we're open. It's			
	envisaged that this will reduce			

	phone traffic and will improvement patient satisfaction. This should be in place in April. Also Patients will be able to order repeat medication. CMS provided a copy of the leaflet. PH will take over project when he joins the practice in April.			
5	MAX reminded all that his year as chair is almost over so nominations will be invited at the next meeting.	All	On-going	All
7	Car Parking: hasn't improved and has got worse since a 3 rd surgery in building, MAX will find out from HK what latest is.	HK/SK	On-going	All
8	 AOB: PPG felt more adverts needed to remind Patients of "you can choose better campaign" PM raised could Drs/Staff have photos so people can recognise them CMS said would pass suggestion back to AM PM asked what was happening with E-prescribing CMS said waiting on an update it may be he could raise with Medicines Management team & provided PPG with an update Open Day – agreed that this will be carried out to the next meeting MAX & PPG asked that thank you to CMS for her help over last 4 years recorded and very much appreciated by them. All wished her well in her new role @ CCG. Next meeting either 11th or 18th May 2013 Max will check with all for best dates. 		April 13 April 13 May 13	MA AM PM
9	Meeting closed			

Dates of Future Meetings

Dates of future meetings:-

Date	Location	Time
Saturday ??	Whitehouse Scraptoft	<mark>11.00am</mark>