**The Charnwood Practice PPG Meeting Minutes**

**Merlyn Vaz Health Centre**

**Saturday 6th May 2017 11am**

**VENUE – The Charnwood Practice, Room 1 (Dr Mawby’s Room)**

1. Attendees – Michael Maxwell (MAX), Angela Macklin (AM), Dr Alison Mawby (AM), Howard Kendell (HK), Sue Kendall (SK), Pradip Modi (PM), Minaxi Modi (MM), Pat Davis (PD), Juliana Hector (JH), Charity Paige (CP), & Samual Paige (SP).
2. Apologies received. (MAX) – None received
3. Welcome to Charity & Samual Paige (MAX) – Charity & Samual Paige were introduced by Angela to all other committee members as Charnwood patients who have an interest in the PPG. They have attended today to see what is involved and will decide at the end if they would like to become official members of the committee.
4. Agree previous meeting minutes and review action updates. (MAX) – Previous minutes agreed.
5. Matters arising from the previous meeting minutes. (MAX) – HK wanted to discuss the City hubs further but as it an agenda item as the practice has an update, it was agree to discuss at a later point in the meeting.
6. Update from the Leicester City Patient Group Forum Meeting – Unable to discuss as no PPG members had attended. HK asked why SK and himself had their name against this one. MAX explained that this was due to the Kendalls’ volunteering to attend in the past. HK responded that he had attended only the once and could not go on a regular basis. PM also added that he could not attend due to other commitments at that time in the evenings. HK asked if someone else could attend on a regular basis and proposed Angela (AMM) the Practice Manager. MAX responded that this would not be appropriate as the purpose of the forum was for patient PPG members to attend. It was agree that the City Patient Group Forum item would be removed from the agenda going forward and if anyone did attend it could be discussed in any other business.
7. Practice update (AMM)
   1. **Staffing –** AMM confirmed that there were no changes to the GP or nursing team. AMM informed all of a few changes in the admin team. Two apprenticeships had ended and had both successfully secured new positions at other practices and a new apprentice has joined us.
   2. **Services / Projects Updates**
      1. The new Telephone System – AMM informed the PPG members that since the introduction of the new telephone system there had been no concerns. The only negative feedback was from a patient that did not like the music played when she was placed on hold. The choice of music available to us is limited and having tuned in ourselves the practice have agreed that the one we have is the best option out of those available on the new system.
      2. City Hubs – AMM updated PPG members that the new 4th city hub was to be based at the Merlyn Vaz rather than the grounds of the general. AMM also explained to Charity (CP) & Samual (SP) what the hubs were and recapped on the last meetings discussion as they had not been present. AM added that the hubs were part of the 5 year healthcare vision introduced for more consistency falling under the same umbrella rather than separate parts working differently. AMM confirmed that the specifics are not known yet but would provide update as soon as know.
   3. **Complaints / Significant Events / Friends & Family Test (FFT)**
      1. **Formal** Complaints - None
      2. Significant Events - None
8. **The PPG going forward** – (ALL) – Ideas and discussion – MAX explained that he had wanted to add this to the agenda for discussion. MAX wanted all patient PPG members to consider where the PPG is now, how it functioned in the past and where it might be in the future. MAX reminisced that in the past the PPG had been a lot more involved, trying to show the community what the PPG was and was more pro-active. MAX feels that it has now drifted into a meeting every few months, rinse and repeat but emphasised he was not being critical. MAX then asked the question ‘Do we want something different?’ HK suggested going to a forum and having a table about PPG involvement with surgeries. MAX emphasised that he was talking about the bigger picture, a different way forward but only of members wanted to. AM added that at the last locality meeting she had attended she remembers the mention of some funding being available to help with a group event. SK suggested a tea and coffee table run by PPG members giving out PPG information. HK commented that to get everybody would need to come in every day for years and what if everyone turned up – how would this be handled. MAX suggested heightening the profile of the committee and AMM reminded all that information and photos were available on the practice website. HK mentioned the fact that not everyone has access to a computer. MAX concluded that it is our PPG and may all want to give it some thought and put forward any ides.
9. AOB(MAX)

MAX asked CP & SP if they would be interested in joining becoming official PPG members and they accepted. AMM gave them the list of PPG Meeting dates for the remainder of 2017 and noted that they would need to be on paper communication rather than electronic.

1. Confirm Date of Next Meeting (ALL) – MAX checked that all still ok with Saturday 5th August. Juliana mentioned that it was the Caribbean Carnival on the same day so a new date was agreed, Saturday 12th August ’17.