

PPG Meeting

Tuesday 23rd August 2016
11.15 a.m. – 12:30pm

| Attendees: | |
|---------------------------------|-------------------------------|
| Sarah Morcom – Practice Manager | Apologies: |
| Mr Grant Fletcher – PPG member | Mr Shyamal Mitra – PPG member |
| Mrs Sonia Fletcher – PPG member | Mr John Harpur – PPG member |
| | Mrs Lynn – PPG member |
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| Welcome | Action |
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| Apologies received from three members of the PPG | |
| Notes/actions from previous meeting | |
| Sarah had emailed all members her email address | |
| Patient Survey | |
| Practice patient survey had taken place in June, with 106 patients providing feedback. All members of the PPG had been issued with a copy of the results and invited to comment. Attendees of PPG meeting compared the results with the results of previous year's survey and with the national mean scores. After discussing and summarising the results, an action plan was agreed. (see attached document) | |
| CQC Support Walk Around | |
| Practice general risk assessment took place on 22 nd July. This was undertaken by the Clinical Quality and Patient Safety Manager from Southern Derbyshire CCG. Areas looked at included infection control, disposal of waste, cleanliness and maintenance of the building, staff training, practice policies and procedures. A full report, containing some very positive feedback was received by the practice. Sarah gave a brief overview of the report to the PPG | |
| Patient Information Screens | |
| Two 'Patient Information' screens will be installed (one in each waiting room) in the practice on 25 th August. Following training, the practice will be able to notify patients of health information via the electronic screens. | |
| Flu vaccinations 2016 | |
| Flu vaccination clinics will commence on Wednesday 21 st September. Sarah asked if any member of the PPG would like to attend the practice during the flu vaccination sessions to speak to patients regarding practice matters. The | Sarah |

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| members in attendance declined. Sarah to ask the other members of the PPG | |
| Newsletter and Patient Information | |
| Mr Fletcher suggested that any forthcoming changes relating to practice refurbishment/systems should be notified to patients via the newsletter prior to the changes being implemented. Sarah agreed that this was a good idea and where possible would arrange for this to happen in the future. | Sarah |
| AOB - Nil | |
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| <p>Next meeting: 14th November 2016 – 3 p.m.</p> | |
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