

Patient Participation Group Meeting 18th March 2015

The Hollies Medical Centre

Present : Judy Bisley (Chair), Mike Loughlin (Deputy Chair), Chris Armes, Pam Coates, Penny Hilton, Patricia Jepson, John Laxton, Tom Baker, Patrick Harding, Walter Hirst, Terry Dixon, Nicola Simpson (Practice Manager), Dr Richard Harvey (GP)

1. **Apologies:** Ernest Shoobridge

2. **Minutes of the meeting held on 23rd February 2015**

Accepted as a true record

3. **Matters arising**

a. CQC Subgroup.

The group met on 10th March to prepare the PPG's presentation for the CQC visit. In addition Nicola made a number of video recordings to create a practice presentation.

b. Constitution and Terms of Reference

This had been confirmed at the meeting on 23rd February

c. Absent Members

This had been resolved at the meeting on 23rd February

d. Virtual PPG

Nicola explained that the reception team had continued to hand out the leaflets to patients and a further 3 or 4 had been returned. Nicola will send out the welcome letter to those who have signed up to the virtual group.

e. Lift

Nicola explained that some grant money was available for the lift but it was massively short of the amount required. The prohibitive cost of the lift means that it is something that the practice won't be revisiting for a number of years.

f. Soundproofing

The group discussed the problems with soundproofing in the basement. There is some work still to do to inject a compound into the basement walls but the practice still needs some background noise. Nicola asked for suggestions as to what could be played.

g. Short route to the surgery

Nicola asked for time to complete the internal alterations before looking into a shorter route up to the door.

h. CQC Visit

Nicola explained that the practice has not had notification of a visit in the next few weeks which implies the practice will not get a visit until November 15 at the earliest.

i. Friends and Family

Nicola advised that 5 feedback forms had been received in April and all gave the highest score possible.

j. SystemOnline

The group discussed what the system gave access to which is less than patients first believe. We discussed how to access the system, who has access to GP records (no one except GPs) and the spine record access (now on hold).

k. Meeting with Hollies Support Staff

As per the previous meeting, the support staff have invited PPG members to spend time with them should they wish, preferably in very small numbers and in the afternoons when work load is lighter.

l. Intercare

Storage remains a problem at present time. Nicola is awaiting completion of the building works.

m. NAPP Conference

No one will be attending this year's conference

n. Pharmacy

The group reported that on the whole the pharmacy was a welcome addition and was giving good service.

7. Action Points

1. Nicola to send welcome letter to virtual PPG recruits

8. Date and Time of next Meeting

Monday 14th September 6.15pm