

MINUTES OF THE MEETING OF MAYBUSH PPG
HELD AT THE PRACTICE ON WEDNESDAY 7TH MARCH 2018

PRESENT

Louise Gregory – Practice Manager

Patient representatives – June Collinson, David Horn, Margaret & John Laister, Munawar Khan, Fazal Mahmood, Chris & Stuart Monks, Janet Nother, Janet Turner, Margaret & John Wardle, Ray Watson.

APOLOGIES – Dr A Hayat, John Barnsley, Yvonne Hayward.

MINUTES - the minutes of the PPG meeting held on Wednesday 31st January 2018 were accepted.

MATTERS ARISING

- Ray apologised for not having organised a meeting of the Constitution sub-group.

Action Ray

- Feedback on the quarterly PRG meeting would be an agenda item for the next meeting.

Action Janet T / David

- David had attended a PRG meeting earlier in the day and advised that the FRISH referral system has failed. Louise pointed out that Maybush had not implemented FRISH and had been unaffected.

GROUP CONTACT DETAILS - Ray thanked everyone for providing their details. When the list was complete and any corrections made, this information would be distributed to all PPG members.

Action Ray

PROMOTING THE GROUP

- **PPG noticeboard** – a PPG board would be earmarked in the waiting room. It needs to have a printed heading along the lines of ‘Maybush PPG – Patient Participation Group’. Initially the board could show recent PPG minutes, the constitution, meeting dates. (After the meeting, a noticeboard was selected)
- **Facebook/Website** – Louise said that the Maybush Facebook page had received 20 ‘likes’ and no negative comments. Ray asked if the PPG page on the practice website could be updated. Louise said that any amendments should be done through her.

Action Ray / Louise

APPOINTMENT SYSTEM

Louise said that the following options were now available to patients: an appointment on the day through reception, an appointment within three days through reception, and an online appointment for a GP or advanced nurse practitioner. It was thought that this was an improvement for patients. DNAs were reducing although it is not possible to deregister repeated offenders.

CARE QUALITY COMMISSION – Louise reported that the visit on 14th February had not shown up any major problems. The five key questions that a practice is judged upon are:

- Are they safe?
- Are they effective?
- Are they caring?
- Are they responsive to people's needs?
- Are they well-led?

It will be some weeks before the results of the visit are known. Ray said that the meeting we had with the Inspector reinforced the view that there was no 'right' PPG model.

ANY OTHER BUSINESS

- June enquired about patients' access to their medical records. Louise said the information was only available upon request – as a GP would have to go through the patient's information before it could be released.
- The practice has 9000 patients which is up from 8,500 one year ago.
- A pharmacist is now employed by the practice and who is able to carry out medication reviews.
- There was a discussion concerning the ease of making appointments and test results.

NEXT MEETING

This will be held at the practice on **Wednesday 4th April** at 5.30pm (for which Janet N gave her apologies).

The meeting closed at 6.45pm