

**CHARNWOOD SURGERY
PATIENT PARTICIPATION GROUP (PPG)**

12 April 2017 2-3 p.m.

MINUTES

Attendees: Sue Wiltshire, Roger Mayes, Manohar Sharma, Eric Makin, Dr. Darji,
Kerry Ryan (Practice Manager)

	ITEM	ACTION
1.	Apologies Melanie Buchan Dr. Hirani, Robin Davies	
2	Minutes of previous meeting – accuracy All agreed with the contents of the minutes. Since our meeting in January 2017 Melanie has had to resign from the post of Chair due to work commitments. Kerry has agreed to take the role of Chair until a permanent Chair can be found.	
3.	Matters Arising:- <ul style="list-style-type: none"> a) Health Walks. Melanie is no longer able to train as a health walk leader. It was agreed to make this activity more widely known to all age groups. RM pointed out that the Mountsorrel walks are always on a Thursday and that maybe it should be held on an alternative day. Kerry agreed to discuss with Matt Richardson of Charnwood Council b) Recruit PPG Chair. Kerry asked all members if anyone would like to take the role of PPG Chair. No-one was forthcoming, so agreed that Kerry will caretake the role until a permanent Chair is found. c) QIPP Acronyms. Kerry issued a sheet giving more information about the acronyms QIPP, QP, QoF. d) Business Plan. Kerry confirmed that no amendments to the business plan have been put forward. (post meeting note: Kerry will review the action plan attached to the business plan). 	Kerry
4.	Practice appraisal report and action plan The report and action plan were discussed. Short discussion on point 3 of the action – ‘investigate possible reasons for low response to saw/spoke to GP on the same day’. Found this to be quite puzzling but Kerry will explore possible reasons for the response rate.	Kerry
5.	Charnwood Dementia Action Alliance Kerry explained that Charnwood Surgery has signed up to this Alliance and that our action plan has been submitted onto their website. There are three action points. (1) staff and PPG members to have dementia friendly training session (2) support carers of patients with dementia (3) review our environment and consider how we can make it more dementia friendly. Our action plan will be updated on the Alliance website monthly. Kerry has arranged for a training session to take place on Wednesday 19 th April 12 noon at the Surgery with a Dementia Friends Champion. Kerry asked for PPG members to let her know if they were able to attend this training.	All PPG members
6.	Standing items <ul style="list-style-type: none"> (a) Complaints, compliments, suggestions – we have received two complaints. Kerry and Dr. Darji gave an anonymised overview and outcome of each complaint. (b) Friends & Family – themes – There are no negatives themes. For the new patient monitoring Kerry highlighted that some patients are registering 	

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	<p>with us due to their dissatisfaction of their current GP.</p> <p>(c) Federation Update – Dr. Darji informed the group that across South Charnwood there will be an inter-practice referral scheme for coils to be fitted. The Leicestershire, Leicester and Rutland GP Federations have won the contract to provide urgent care service.</p> <p>(d) SCH PPG (new standing item) – Kerry informed members that this meeting will not be continuing due to funding from the CCG has stopped as of April 2017.</p>	
7.	<p>Any other business</p> <p>a) CQC – Kerry and Dr. Darji informed the PPG members that there will be a Care Quality Commission visit to Charnwood Surgery on Wednesday 26 April. CQC Inspector has asked if some PPG members would be available on the day to meet on a 1 to 1 basis with the Inspector. Both Roger and Sue agreed to come to the surgery around 10.30 a.m. Kerry will inform the CQC of their availability.</p>	Kerry
	<p>NEXT MEETING IS 12 July 2-3 p.m. at Mountsorrel.</p>	