

St John's Medical Practice

Patient Participation Group

Minutes

14 December 2016

Those present:	Name	Job Title
	Dr S Mufti	Chair Person
	Julie Hadlow	Practice Manager
	RT	Member
	BD	Member
	IA	Member
	CS	Member
	PG	Member
	NH	Member
	AM	Member
JH - Minutes	BM	Member
Apologies –	LS, WS, RM, VS, SM	
<ul style="list-style-type: none">• Welcome and Introductions	Dr Mufti thanked everyone for attending. Introductions were made.	
<ul style="list-style-type: none">• General discussion	<p>Dr Mufti said that she was pleased to welcome new members to the meeting and that DW's suggestion at the previous meeting to try and expand the group has obviously worked. This was achieved by advertising the PPG and encouraging more patients to become members. It was agreed we should email DW to thank him for his suggestion as he has now left the practice.</p> <p>Action – Julie to email DW</p> <p>IA said that he was a member of his PPG at his previous practice and that they were very proactive and involved in surgery activities ie. Helping out at flu clinics etc.</p> <p>BM asked how many patients were registered at the surgery and was informed that there were 15,200 patients.</p>	
<ul style="list-style-type: none">• Practice Staff Changes	Julie Hadlow informed the members that we have now appointed a new Practice Nurse and Business Manager who both start at the beginning of January 2017. We have also appointed another Healthcare Support Worker who was already in post, as was the new Reception Manager.	
<ul style="list-style-type: none">• Patients failing to attend appointments	Following discussion of this at the previous meeting Julie said that we were now looking at introducing a text message service reminding patients of their pre-booked appointments. This would only initially be sent to patients with appointments longer than 10 minutes.	
<ul style="list-style-type: none">• Care Quality Commission	<p>Dr Mufti said we were still awaiting a re-inspection from the CQC. NH and RT both felt that the CQC team had been very harsh with their decision and RT again reiterated that the inspection leader was extremely negative about the practice and very scathing.</p> <p>General discussion took place about other surgeries being</p>	