**Patient Participation Group Meeting Minutes**

**Tuesday 14th January 2020 – 4:30pm**

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|  | **Attendees:**  Stacey Sutton, Tracey Watson, Wendy Whitehead, David Liggins, Simon Holloway, Alison Belton, Jan Williamson, Val Dickenson | **Apologies:**  Margaret Hamilton |
| **Item 1** | **CQC** | |
|  | We have no new date for re inspection as yet, we have been working hard on our action plan and feel that all points have now been corrected. 2 members of the LMC (Local Medical Council) spent a day with SS/TW last week to go through our action plan and the report and we are pleased to say that they are really impressed with all the work that has been completed. They have offered to come and give us a mock inspection and to also come and provide support on the day to ensure that the day runs to time and that we don’t have the same experience as last time. | |
| **Item 2** | **Hospice Update** | |
|  | Hopefully the Hospice will reach completion over the next few weeks, in the meantime full service has resumed at the temporary site of St Michaels. Notts Healthcare is working in partnership with Doncaster Hospital. Once a completion date has been finalised the Hospice will reduce the amount of admissions to assist in the safe move back to the original site. | |
| **Item 3** | **Patient Survey** | |
|  | SS created a survey using a company called Fourteen Fish (the GP’s use this service for their 360 reviews for their appraisals), the survey can be accessed via a link on the website and WW has been pushing the hard copies in Reception. Once we have 30/40 completed surveys the information will be collated and reported back to us. | |
| **Item 4** | **ICO** | |
|  | Following a complaint regarding sending texts for WorkingWin SS escalated the issue to the CCG. The CCG opened up a full enquiry. We have just received confirmation that we can’t send any text messages that could be perceived to be direct marketing. SS reiterated to the group that she definitely would not be sending any messages alerting patients to new services outside the surgery. | |
| **Item 5** | **Social Prescribing** | |
|  | We have a new member of staff who has been employed by the PCN as a Social Prescriber. Dave Bacon has a background of working for Bassetlaw Action Centre + Mind and he will be working over the 5 Retford & Villages sites, he will be based at Kingfisher for 1.5 days.  Hopefully through GP referral, signposting in reception we will be able to target those patients who are lonely and sometimes use GP/Nurse appointments as an outlet.  We also plan to hold a ‘drop-in session’ which we will advertise using one of the boards in the waiting room to make patients aware of Dave’s presence in the surgery. | |
| **Item 6** | **AOB** | |
|  | DL queried the PCN proposal – SS confirmed that the practice had been advised not to sign the paperwork at this point as the proposal was not deemed fair by Nottinghamshire LMC. Advice from the LMC was to hold off signing any paperwork until consultaion had been completed with the CCG. | |
|  | Date of Next Meeting – Tuesday 10th March 2020 | |