

THE MEADOWS SURGERY

MINUTES OF THE PATIENT PARTICIPATION GROUP HELD ON 20th January 2020

PRESENT: Louise Brown, Susan Stamper, Wendy Jeffs, Myra Edwards, Marion Grey, Sammy Wells, Sania Din, Pauline Wright and Dr Dinuka De Silva

APOLOGIES: Bridey Boddington, Lorraine Hemmington, Margaret Whiteman and Tina Hardwick

ITEM	ACTION POINTS
<p>1. Welcome: Louise welcomed everyone to the meeting and wished them all a Happy New Year.</p>	
<p>2. Chairman and Secretary: Louise agreed to continue as Chair. Susan agreed to continue as Secretary for the forthcoming year.</p>	
<p>3. Review of 2019 and Aims for 2020: It was agreed by all that we are in a better place at the start of 2020 than the previous year. New members had joined the PPG and the Practice has made staff appointment & implanted initiatives.</p> <p>It was noted that all the magazines and children's toys had been removed from the waiting room making the area both more hygienic and providing additional space for wheelchairs etc.</p> <p>Missed appointments are still an ongoing concern & will be kept under review.</p> <p>The Newsletter is being compiled. Marion has written an article on obesity, Louise on fundraising and Sania on Carers and Veterans. This is due to go out the first week in February.</p> <p>The installation of a television screen in the waiting room is still awaited. This has been put out to a third party who are waiting for funding before they can proceed but it is hoped that this will be achieved by the end of February.</p> <p>In 2020 it was agreed that the charity of our choice should once again be the Air Ambulance and this needs to be advertised on local sites. Virtual Membership is still on hold.</p> <p>The Website needs to be updated with Minutes and Newsletter which Sania agreed to do</p>	<p>Sania – Louise to issue at beginning of Feb.</p> <p>Sania to progress</p> <p>PPG Members</p> <p>Sania to update</p>
<p>4. LPEG: There was nothing to report this time</p>	
<p>5. Practice Managers Report: CQC Inspection – Still awaited. Complaints – A patient had advised a PPG member of their appointment at Irthlingborough which had been cancelled without their knowledge. This resulted in great inconvenience as well as travel expenses. Sania advised this had been caused by a liaison issue between staff. She will raise this at the Staff Meeting to ensure staff are aware of the importance of follow through actions. Appointments: PPG team members reported on the fact that there were no on line appointments available. Sania agreed that she would</p>	<p>Sania</p> <p>Sania to investigate on-</p>

<p>investigate this & report back at the next PPG meeting. The number of missed appoints was high & is unacceptable. It was interesting to note that those missed appointment were usually patients who had made them that day. New Initiatives: Help for Carers and Veterans is being initiated. Sania said that a Primary Care Network meet up to discuss both mental and physical health issues and suggest alternative ways of helping, other than by prescribing medication, e.g. gardening. In order to try and address the anti social behaviour that occurs around the building, a gate is being installed in the next couple of months to prevent easy access to the premises. Security lights have been installed and it was suggested that cctv cameras should be considered also.</p>	<p>line appointments</p> <p>Sania to progress</p>
<p>6. Any Other Business. One member reported that she had had been told by a patient that they had not been impressed with the attitude of some of the staff on reception. As front line staff it is important that the Reception team members present a professional approach. Sania agreed to stress this at the next staff meeting.</p>	<p>Sania</p>
<p>Dates of 2020 meetings. <i>23rd March, 18th May 20th July 21st September and 23rd November</i></p>	
<p>There being no further business the meeting closed at 5.50pm</p>	