

MOSS SIDE MEDICAL CENTRE
PATIENT PARTICIPATION GROUP

Minutes of meeting Friday 30th September 2016

Attendees:

Deborah France (Practice Secretary)

Dr U Kanitkar

Patients:

MG (Chairman)

BJ

SP

EC

CJ

TR

1. Meeting opened at 2pm by MG (chairman) and welcomes all those who have attended.
2. Apologies: Jackie Baines (Practice Manager, Sandra Fell, EK
3. Minutes of the last meeting_ CQC Inspection 17th June 2016: Congratulations to the practice for a GOOD outcome. Dr Kanitkar thanked all members for taking the time to attend the surgery on the day of the CQC inspection to give their views to the CQC inspectors.
4. Minutes of the previous meeting on Friday 8th April 2016 approved.
5. Review of the CQC report (PPG Page 6) - There only being a short sentence regarding the PPG: Michael thought that there was not enough written regarding the role of the PPG and its members.
6. Any other business:
 - A) PPG were informed that from the 5th December 2016 there will a new telephone system in place with a new telephone number for the surgery. We will advertising the new telephone number approximately 6 weeks prior to the telephone number changing in the form of a notice in the waiting room, on the surgery website, on prescriptions and in the chemists. The out of hours, hospitals, ambulance services etc. will also be notified of the change in telephone number.
 - B) New Doctors: Dr Carlos will be joining the practice from January 2017 as a long term locum doctor. His sessions will be Monday and Friday. We have Dr Richardson on a Wednesday. We welcome Sandra Fell as our Nurse Practitioner her sessions are Tuesday, Wednesday,

- Thursday and Friday. We say goodbye to Dr Ramamoorthy and Dr Whomersley and wish them well in their new posts.
- C) DNA'd appointments: BJ addressed the amount of DNA'd appointments and what are the surgeries policy. Explained that when a patient DNA's an appointment they are sent a DNA letter. BJ feels it should be 2 missed appointments and then struck off the list. Unfortunately this is not an easy process.
 - D) Changing of dressings: MG rang yewlands drive clinic to address the situation with the changing of dressings, unfortunately they could not give MG any information regarding tis and advised that if he had any complaints to go through the normal channels.
 - E) Shared doctor: Is the federation employing a new doctor to be shared between the federation members?
 - F) End of life scheme: How are the patients told about the scheme?
 - G) Practice passing on information to the PPG members: Michael feels that the practice is not passing information onto the PPG members, E.G: Staffing levels etc, He feels that the practice manager should chair the PPG meetings and update the PPG with practice matters. We will put this to the practice manager.

There being no other business the meeting closed at 3.05pm.

Minutes submitted to the committee and were approved,

A handwritten signature in black ink, appearing to read 'M Godbold', is written over a light blue rectangular background. The signature is fluid and cursive.

Michael F Godbold MBE JP – Chairman