

Circuit Lane Surgery – Patient Participation Group (PPG) Minutes					
Meeting no.	2018-05				
Meeting date:	Wednesday 3rd October 2018				
Attendees:	PPG members – GR (chair), LD (deputy chair), MD, SB, DE, JG, CC, PD, HJM (PPG Western Elms (WE)) Surgery staff – LT (Practice Manager); JK (Service Lead); Dr MB				
Apologies:	PPG members – JR, NL, LH, EW, PC				
Standard agenda:	<ul style="list-style-type: none"> <li>• Attendees and Apologies</li> <li>• Review Minutes of Previous Meetings</li> <li>• Surgery’s Service Lead’s Management Report and Discussion</li> <li>• Any Other Business (AOB)</li> <li>• Details of next meeting</li> </ul> Additional item suggestions can be submitted to the chair, prior to the meeting				
Purpose of minutes:	This document formally records the proceedings of the Patient Participation Group meeting dated above. When the contents are agreed by the Chair and the Surgery’s Service Lead, it is to be displayed on the PPG noticeboard, and published on the Circuit Lane Surgery website.				
<b>Meeting 31 minutes</b>					
Item ref	Item	Outcome / Update	Action	Who	Review / update date
32.1	Attendees & Apologies (GR)	See top of document	n/a	n/a	n/a
32.2	Welcome new members (GR)	One new member joined the meeting – initials CC	n/a	n/a	n/a
32.3	Review minutes of previous meeting (GR / all)	The minutes of meeting 2018-04 (dated 1 <sup>st</sup> August 2018) were approved for publication by the surgery (available on the website).	Prepare minutes for meeting 2018-04 and pass to chair (GR)	PD	10/10/2018
			Final review and pass to Service Lead (Jane K)	GR	13/10/2018
			Distribute minutes to PPG members and HJM	GR	16/10/2018
			Publish on website and at the surgery	Jane K	21/10/2018
32.4	CQC and CCG inspections	CQC had made an informal visit recently and are to carry out a full inspection next March/April. CCG had made a review visit on the day of this meeting.	Update at next PPG meeting	Jane K & GR	05/12/2018
32.5	Practice report and staffing levels				

32.5.1	Staffing (LT)	Note: Staff may also be working at Western Elms and vice versa.			
		GPs At the time of the meeting, the following doctors were rostered: Dr Batista (Clinical Lead), Dr Ford, Dr Faour, Dr Perkins, Dr Corradine-Mora, Dr Premkumari, Dr Morando.	n/a	n/a	n/a
		Nurses A new nurse had started – Sarah , working with Jacki and Anni.	n/a	n/a	n/a
		Pharmacists: All 5 rostered pharmacists (including Sofia) could now prescribe.	n/a	n/a	n/a
		Paramedics Feedback from patients had been excellent. Care plans were being developed for the housebound, frail and those in care homes.	n/a	n/a	n/a
		Receptionists Two new members (Sarah and Hayley) - now up to full complement.	n/a	n/a	n/a
		Staff training and development Dr Chauhan would continue to attend on Tuesday and Thursday mornings supporting the clinical team.	n/a	n/a	n/a
32.5.2	Appointments (LT)	Appointments were running at satisfactory levels. At the previous meeting (01-08-18), it had been noted that not all appointments had been filled. 7 day working (for bookable appointments) had started (on 01-10-18), in ‘Cluster’ co-operation with Western Elms, Potteries (Tilehurst) and Westcall. The latter covered Friday evenings and Sundays.  Members asked for more accessible information on delays whilst waiting for appointment as patients could miss a screen-call when enquiring at the reception desk.	Update at next PPG meeting	LT	05/12/2018
32.5.3	Telephones (LT)	The performance of telephone system was monitored on a daily basis. On one recent occasion, the network had dropped out entirely (with calls being diverted to mobiles).	n/a	n/a	n/a
32.6	Prescriptions (LT)	Turnaround was running to target. It was expressed that the surgery’s preference for repeat prescriptions was via the online account patient access	n/a	n/a	n/a
32.7	Performance (LT)	Friends and Family feedback forms for August showed a 95% positive response. These were available (for viewing only) at the meeting. The patient list was 8773 at 30-09-18.			

32.8	Communications (LT)	LT stated that an information officer was being appointed, and requested feedback on the revised website. Staff lists (for the noticeboard and waiting room screen) were being arranged. GR agreed to circulate details of the next Western Elms AGM on receipt. A Patient Voice meeting was scheduled for 9 <sup>th</sup> of October. Patients were advised that influenza vaccination clinics were to start in October. Further information on these and other subjects can be found in the Circuit Lane Newsletter September 2018 (copies available at the surgery and on the website). DE noted that the Southcote Community Centre would be reopening at 11am on Tuesday 30-10-18. PPG representation would be appreciated.	See text	GR	
	Any other business	Circuit Lane staff had raised an impressive sum for the Alzheimer’s Society on Sunday the 20 <sup>th</sup> of September.			
	Details of the next meeting	Meeting 2018-06 will be held on Wednesday 5 <sup>th</sup> December 2018, 18:15 to 19:30, Surgery Waiting Room.			

### Meeting Protocol

The meeting is held on the first Wednesday of each calendar month. The Chairman provides an agenda for the Practice Manager and PPG members in advance of the meeting, following circulation of a message requesting items for inclusion. It was agreed at Meeting 5 that Minutes would contain a sufficient record of patient representative attendees to allow an adequate indication of the meeting provenance and quorum, but (in order to respect patient confidentiality and privacy), not give full names. The Minutes would be emailed to all members of the PPG following review by the Chairman (and others, as considered appropriate by the Chair) and subsequently placed on PPG noticeboard and practice website. Formal communication between the practice management and patient representatives would normally be via the Chairman, but the surgery may at times circulate recently-produced documents directly to PPG members. [Note: the terms “surgery” and “practice” are generally used interchangeably.]

**Note:** Patients should in the first instance discuss complaints with the Surgery, but they would be most welcome to discuss complaints and/or suggestions in confidence with the PPG and should contact the group’s Chairman via the surgery website (<http://www.circuitlanesurgery.co.uk/contact/>) or through office personnel.

