


Circuit Lane Surgery – Patient Participation Group (PPG) Minutes	
Meeting no.	2018-04
Meeting date:	Wednesday 1 st August 2018
Attendees:	Circuit Lane surgery PPG members – GR (chair), LH, CG, PD, JR, JG, PC, LD (deputy chair), MD Surgery staff – Lisa Trimble (Practice Manager), Jane Kellow (Deputy Practice Manager) Western Elms Surgery PPG members – VP, HJM CQC - WB
Apologies:	PPG members – DE
Standard agenda:	<ul style="list-style-type: none"> • Attendees and Apologies • Review Minutes of Previous Meetings • Practice Manager’s Report and Discussion • Any Other Business (AOB) • Details of next meeting <p>Additional item suggestions can be submitted to the chair, prior to the meeting</p>
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 Practice Manager, it is to be displayed on the PPG noticeboard, and published on the Circuit Lane Surgery website.
Meeting minutes	
Item ref	Item Outcome / Update
1	Attendees & Apologies (GR)
	See top of document. Gill advised that DR had resigned from the PPG due to personal circumstances. She hopes that he will re-join as a virtual member, when that is set up.
2	Review minutes of previous meeting (GR / all)
	GR asked everyone to review the previous minutes, for meeting 2018-03, and provide any comments.
3	Actions from last meeting (GR/ all)
	See appendix.
4	Practice report and staffing levels (Lisa)
4.1	Practice manager report
	Lisa provided an update to GR, which was distributed to the other PPG members after the meeting:  PPG Practice Manager Report Au
4.2	Initial takeover – staffing levels
	GP appointments are available every day. A duty doctor is available for urgent cases. The patient is booked in “from 5pm” and has to “sit and wait” for the GP. These “sit and wait” appointments are booked from midday onwards. Two of the doctors are available 5 days a week, providing consistency. Saturday morning appointments at Western Elms are available. The Appointment system is being fine-tuned all the time. Pharmacists are available every day. On the day of the PPG meeting not all available appointment slots had been filled. Demand on the telephones has increased. “Did not Attends” has increased, e.g. when the football was on. New nurses have been recruited.
4.3	Patient numbers
	There are 8775 patients. This number differs from the figure on the NHS choices website, which has out of date information. The surgery is still removing “ghost” patients that are shown to no longer be patients at the surgery.
4.4	Frailty list
	The frailty list is being audited currently due to the heat. If such patients have not been seen or heard from

	within 2 weeks they are phoned. However, it raises a whole different issue if the phone isn't answered. We now have capacity to send the paramedics out after risk assessing the situation.
4.5	Friends and Family
	Feedback has been good. 93% of Friends and family respondents would recommend Circuit Lane. Health Watch have received 2 complaints which are related to incidents prior to the take-over by Western Elms. DE has reported that she's received all pluses and good feedback. One of the partners from the original surgery has reported that for the first time since the partnership finished, he can walk about the area without worrying about what people are going to say and enjoying people coming up to him to say how good things are.
4.6	Organisation chart
	Theale have a 'slide show'. Lisa will produce similar and put it up on the surgery's video screen. GR asked how easy it is to change the video. Lisa advised it can be changed but it is not easy.
4.7	70th Anniversary of the NHS
	Western Elms celebrated the NHS' 70 th anniversary. 50 people attended.
4.8	Healthwatch
	Healthwatch visited the surgery. Their report is on their website, which is good and positive. They have also tweeted a positive message. There was one issue: people's perception is that prescriptions take 5-7 days. The question is how the patients are ordering. If via a pharmacy then the surgery's 2 day turnaround is within the overall 4-7 days. Lisa is very pleased with the report.
4.9	Communication to local community
	GR advised that there is work in hand to have an update in the local community paper (Southcote news) via DE. Lisa has contacted people in the new homes built recently in the area. Lisa hopes to use flu vaccination campaign to publicise progress, including getting new PPG members. GR asked that all PPG members correct mis-understandings that they hear when talking to other patients. Lisa advised that the website is currently receiving back of house maintenance and should go live soon.
5	Direction of PPG & Growth
	GR asked that everyone consider how they think the PPG should develop now that we are no longer in crisis mode. Lisa will provide Terms of Reference / Constitution of WE PPG. The surgery will run a virtual group, via email managed by CL not the PPG due to confidentiality. WB suggested that Patient Voice may be able to help. JR asked what Patient Voice is. Lisa suggested that it should be an agenda item to report back from Patient Voice.
6	Any other business
	EMIS – patient website LD advised that EMIS isn't working correctly for her. GR said to let her know on the day it happens, to contact EMIS.
	Details of the next meeting
	The next meeting will be on Wednesday 3 rd October 2018, 18:15 to 19:30, Surgery Waiting Room. NB: Anyone interested in attending the Western Elms surgery meeting should let GR/Lisa know. WE PPG meetings are held on the 4 th Wednesday of each month, usually at Odd Fellows hall, Oxford rd.

Meeting Protocol

The meeting is held on the first Wednesday of every other 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. Minutes 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) full names are not given. The Minutes are emailed to all members of the PPG and, following final review by the Chairman (and others, as considered appropriate by the Chair), are placed on the 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.]

Abbreviations:	
CCG	Clinic Commissioning Group
KPF	Key Performance Factor

CQC	Care Quality Commission
KPI	Key Performance Indicator
PPG	Patient Participation Group
VoIP	Voice over Internet Protocol
WE	Western Elms

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.

Current Actions from the Circuit Lane Surgery Patient Participation Group					
Ref	H/M/L	Lead	Detail	Status	Next Update
Attendees					
A001		GR	Get in touch with PPG members that she hasn't heard from 1/8/2018: GR has been in touch with NL. NL has been busy but does plan to come in the future. It is possible he will move the virtual group, when one is set up. No response from SB.	Updated	3/10/2018
Telephones					
A002		Lisa	Review all issues with telephone company and agree way forward 1/8/2018: Lisa is happy at the moment. Everything is working as it should. No known issues. Friends and family responses state that response times are within 20 seconds.	Closed	N/A
Key Performance Factors					
A003		Lisa	Review and advise the PPG of the KPFs that can be shared on a regular basis (e.g. pie chart of Friends & Family responses, CQC KPFs) 1/8/2018: The Friends and Family report will be circulated with minutes in future. When CQC reporting is settled the distribution may be expanded to include the PPG.	Closed	N/A
Western Elms Avenue PPG meeting					
A004		All	Anyone interested in attending the Western Elms Avenue PPG meeting to let GR and/or Lisa know. No-one is known to have attended WE PPG. The next one is at Odd Fellows, Oxford Rd, on 22/8. MD and LD will attend.	Updated	3/10/2018
Direction of PPG					
A005		All	All to consider how the PPG should develop and to let GR know	New	3/10/2018
Patient Voice					
A006		GR	Add Patient Voice update to the PPG agenda	New	3/10/2018
EMIS					
A007		LD/GR	LD/GR to report EMIS problems when they occur	New	3/10/2018

Closed Actions from the Circuit Lane Surgery Patient Participation Group					
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