

Circuit Lane Surgery – Patient Participation Group (PPG) Minutes					
Meeting no.	2018-06				
Meeting date:	Wednesday 5 <sup>th</sup> December 2018				
Attendees:	PPG members – GR (chair), LD (deputy chair), MD, LH, PC, JG, CC, PD, HJM (PPG Western Elms (WE)) Surgery staff – LT (Practice Manager); JK (Service Lead); Dr MB				
Apologies:	PPG members – JR, DE				
Standard agenda:	<ul style="list-style-type: none"> <li>• Attendees and Apologies</li> <li>• New members</li> <li>• Agree previous Minutes</li> <li>• Actions from previous meetings</li> <li>• Surgery’s Service Lead’s Management Report and Discussion</li> <li>• Patient Voice</li> <li>• Direction of PPG &amp; growth</li> <li>• Any Other Business (AOB)</li> <li>• Concluding remarks from Chairman</li> <li>• Details of next meeting</li> </ul> <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 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>					
<b>Item ref</b>	<b>Item</b>	<b>Outcome / Update</b>	<b>Action</b>	<b>Who</b>	<b>Review / update date</b>
33.1	Attendees & Apologies (GR)	See top of document	n/a	n/a	n/a
33.2	New members (GR)	LD advised that people were approached at the opening of the new Southcote community centre. 2 ladies expressed an interest in joining the PPG. GR is in touch with them.	n/a	n/a	n/a
33.3	Agree previous minutes (GR / all)	The minutes of meeting 2018-05 (dated 3 <sup>rd</sup> October 2018) were approved for publication by the surgery (available on the website).	n/a	n/a	n/a
33.4	Actions from previous meetings	Update on CQC/CCG: CQC are currently happy. The next inspection is expected in March/April. CCG are carrying out quarterly visits. They have a good relationship with the surgery. Update on notifying patients when appointments are running	n/a	n/a	n/a

		late: LT advised that appointments are running late because doctor are carrying out due diligence and catching up with patient needs. Reception will not advise of delays. Concern was raised by PPG members that patients don't know if they've missed a call. LT advised that if a patient doesn't show the doctor will come to the waiting room and call out.			
33.5	Practice report and staffing levels				
33.5.1	Staffing (LT)	Note: Staff may also be working at Western Elms and vice versa.			
		GPs No update, the following doctors were assumed to still be 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 has started – Sarah, working with Jacki and Anni, and she is settling in well.	n/a	n/a	n/a
		Pharmacists: Sofia is on maternity. Looking at recruiting technicians to free up pharmacists. There are currently 5 pharmacist positions across the 2 surgeries.	n/a	n/a	n/a
		Paramedics No update. Assume no change to: 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 No update. Assume continuing at full complement.	n/a	n/a	n/a
		Staff training and development: No update. Assume no change to: Dr Chauhan would continue to attend on Tuesday and Thursday mornings supporting the clinical team.	n/a	n/a	n/a
33.5.2	Appointments (LT)	There are now new searches available to the practice via EMIS. This has helped with the project to understand DNAs (Did Not Attends). In the week ending 2 <sup>nd</sup> December 2018 there were: 1003 appointments available 771 were taken up 34 DNAs (4 patients DNA'd multiple times) 327 phone calls 178 patients had multiple appointments. This seems high and further			

		analysis is required			
33.5.3	Telephones (LT)	LT reported that the telephones have been “conquered”. BT changed a part on the road and there have been no problems in the last 4 weeks. There is a meeting in December to finalise the phone contract. LT investigated the option of advising patients their position in the queue. She found that no other surgeries, that she consulted, offer this option; and the longest anyone has had to wait for an answer recently is 5 minutes. As call wait times are no longer an issue the surgery will not be introducing queue position announcements for patients.	n/a	n/a	n/a
33.5.4	Performance (LT)	List size as at 5/12/2018 was 8742. This is down 33 as PCSE are culling. Friends and Family feedback report will be available for the next meeting.	Friends and Family feedback report	LT	6/2/2019
33.5.5	Other	LT would like to grow the PPG as well as Veterans and Carers groups	n/a	n/a	n/a
33.6	Patient Voice	There is a patient voice meeting on 11 <sup>th</sup> December	n/a	n/a	n/a
33.7	Direction of PPG and Growth	Nothing noted.	n/a	n/a	n/a
33.8	Any other business	JG asked whether reception could warn patients, if they know that a doctor call back won’t be until “tonight”. Awaiting a call which didn’t come through until 7pm left JG on tenterhooks all day. LT advised that unless there is a specific need, eg hospital appt, call backs are likely to be after 3pm. LT asked for feedback on the new website	Feedback on the new website	PPG members	6/2/2019
33.9	Concluding remarks from the chairman	GR noted that only herself, LD and MD attended and assisted the flu clinic in the previous period. She asked that PPG members offer to help out on such occasions, even if they can only attend for part of the day. As the PPG becomes more involved with the surgery, sharing the responsibilities becomes more important.	n/a	n/a	n/a
33.10	Details of the next meeting	Meeting 2019-01 will be held on Wednesday 6th February 2019, 18:15 to 19:30, Surgery Waiting Room.	n/a	n/a	n/a

**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.