Patient Participation Group Meeting

The Felmores Surgery

1st July 2013 5pm-6:15pm

Attendees:

Dr Jojo Mampilly - GP

Dr Raman Chandel - GP

Maria Mampilly – Practice Manager

Sian Thacker – Practice Administrator

Kelly Wright – PPG Member

Simon Breedon - PPG Member

Raymond Robertson - PPG Member

Jean Robertson - PPG Member

Debra Wright - PPG Member

Apologies:

Gloria Allen - PPG Member

Jean Clark - PPG Member

**AP = Action Point**

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| **Agenda Item** | **Discussed** | **Attachments / Action Points** |
| 1. Introduction to the PPG
 | ST opened the meeting and asked members to have a look at the Presentation that had been emailed to everyone. This explains the purpose of a PPG and what can be achieved. ST also explained that it is up to members to set the agenda and to discuss how we can improve the service that the GP Surgery provides.All members introduced themselves to the meeting. | **AP – Members to feedback to ST any agenda items.** |
| 1. Practice Website
 | ST asked the members to have a look at a letter that she had drafted to give to patients. The letter invites patients to obtain a login for the Surgery Online services plus introduces the Practice website. The letter also invites patients to become members of the Patient Reference Group. | **AP – Members to review the website and feedback about the usability and any improvements that can be made.** |
| 1. Annual Survey
 | MM asked members to think about what questions could be included in the next annual patient survey so that we could get it started in the next few months.SB suggested that one topic for discussion or review could be the lack of local blood test clinics and the waiting time to be seen by the Hospital Pathology department. JM wasn’t aware of the issues raised and said that he would take the problems raised to the CCG Board. | **AP – Members to suggest content and questions for the next survey.****AP – JM to discuss the issues raised about blood testing with the CCG Board.** |
| 1. Branch Surgery Building Works
 | Hoover drive currently has on going building works for a planned loft conversion. The plan is to convert the loft space into a large meeting room and add extra storage for the surgery and a first floor staff kitchen and toilet. The Practice Manager has received numerous verbal complaints from patients about the lack of waiting room space while the work is going on. MM explained that the work is currently being held up by IT services. The N3 connection box needs to be relocated and this needs to be completed by IT Services, we are still waiting for a date for the completion of this, before works can continue. | **AP – MM to speak with CCG Manager regarding the relocation of the N3 Connection Box.** |
| 1. AOB
 | RC introduced himself to the meeting as the new Partner GP and stated that he would now be doing a lot of the sessions for the Practice.JM informed the members of the Service Restriction policy which has been implemented to try to save money. This is a nationwide strategy to reduce unnecessary referrals. JM also explained the community resources available which can be used as an alternative to referral to secondary care.JM explained the new CCG structure to the meeting and also stated that one member from The Felmores Surgery PPG could become a member of the Locality Patient Engagement Group to share best practices and feedback from our surgery PPG. | (Members may find the following website useful for further information.www.basildonandbrentwoodccg.nhs.uk) |

Members agreed that meetings will be held quarterly.

The date of the next meeting is Monday 9th September at 5:30pm at The Felmores Surgery.