

# ST JOHN'S MEDICAL CENTRE PATIENT PARTICIPATION GROUP

## Minutes of the Meeting 2 October 2019

Present: Dr Shamaillah Mufti, Rita Tucker, Judith Argles, Ian Andrews, Monica Muro, James Phillips, Tracey Cullington (Minutes)

Apologies: Paul Gibbins, George Roe

1. Dr. Mufti welcomed everyone to the meeting, particularly the new member JP. JP explained that he had tried to attend a meeting before but it was unfortunately on a date when the meeting was cancelled at the last minute.
2. Minutes of the last meeting:

The minutes of the last meeting were discussed

  - i) Staff Update: SM informed the group that we were now up and running as a Teaching Practice and Dr. Vlad Dancea had joined us. We also had a new receptionist Sian Reynolds.
  - ii) BP Machine: There was no feedback as to whether Julie Hadlow or Jenni Cussell had been able to get a table at either Asda or Sainsbury for the proposed tombola, as they were not in attendance. The fundraising would be discussed further in the meeting.
  - iii) PPG Awareness: As per the minutes the dates for meetings were on the notice boards, website, practice newsletter and notices in waiting rooms encouraging new members to join the group.
  - iv) Ownership of the PPG: It was felt that there were still too few members in the group for this to happen. MM said that it would be nice to have a PPG Chair who could go to meetings with Chair's from other PPG groups. It brought on a discussion as to how to encourage new members; JP explained that perhaps we should target people's minds, find out what people are good at, find something for them to focus on e.g are they good at secretarial work? Could they be our secretary? Could we have a table at local fayres? RT said that she would be happy to take the minutes at the meetings. MM said that she would perhaps be happy to act as Chair although she felt that she could not take this role on yet as she had only been to a few meetings. Can we please review our NAPPG subscription? TC to ask Danni Croucher about this.

It was proposed that a patient survey be done on behalf of the PPG, SM said that this could happen but no patient information could be given to the PPG – She would look at amalgamating several surveys to produce one and we could have possibly two weeks of handing out forms/forms on reception to generate some feedback for the PPG (Results to be discussed at the January meeting). SM to organise the creation of a survey form. MM was interested to know how much traffic our website had and what particular items proved more interesting to our patients; SM to ask DC if this information is available for the next meeting in January.

- i) v) Barrier: In the absence of JH this item could not be updated.
- ii) vi) Ask my GP: SM told the group that since the last meeting there are now over 6,000 patients registered for this. She explained how it worked and how patients are seen on the same day. JP stated that older aged patients do not always have the ability to use computers and when they get through on the phone appointments have gone for

that day. SM stated that she did not know how that was happening as today as an example there were five free appointments. All appointments are embargoed. Both non-urgent and urgent appointments are seen on the same day. SM then went on to explain about the Grantham HUB set up by all of the local surgeries to enable appointments at local GP surgeries on every evening of the week, Saturday and Sunday. At each of these times there is always a GP/Nurse Practitioner/Nurse and Health Care Worker. SM explained that this is why St. John's had to move to System One so that we were in line with other practices. TC to ask DC for a list of days/surgeries and attach with these minutes.