

St John's Medical Practice

Patient Participation Group

Minutes

20.6.2016

Those present:	Name	Job Title
	Dr S Mufti	Chair Person
	SD Brown	Practice Representative
	Nigel Hart	Member
	Rita Tucker	Member
	Glynis Smith	Member
	David Wilson	Member
SB - Minutes		
Apologies –		
<ul style="list-style-type: none">• Welcome and Introductions	Dr Mufti thanked those for attending and explained that this was the first meeting St John's Medical Practice had organised and whilst it was a contractual requirement the partners feel that the inclusion of this group will help them in delivering key messages in the community and also being able to listen to ideas and concerns raised by the membership.	
<ul style="list-style-type: none">• Terms of Reference	Stephen explained that there no right or wrong way to run these meetings however referred to the terms of reference and there were three main rules that the membership would be expected to follow: a. Respect all members b. Not to discuss areas of sensitive practice information in the community c. Not to use the group as a complaints forum. Action – All Agreed	
<ul style="list-style-type: none">• Practice Staff Changes	Dr Mufti explained that there during the last six months there had been additional staff employed ranging from GPs Nurse Practitioners and Administration Staff.	
<ul style="list-style-type: none">• Practice Refurbishment	Dr Mufti outlined the on-going refurbishment to the premises which was welcomed by those present.	
<ul style="list-style-type: none">• Care Quality Commission	SB and Dr Mufti explained that the practice re-inspection was likely to be at the end of July and asked that the PPG attend as their input would be helpful on the day. Action – All Agreed, SB to notify the membership of the date and time.	
<ul style="list-style-type: none">• Growing List Size	SB & Dr Mufti informed all that the current patient list size was 15500 and growing. This presents challenges the surgery had previously applied to NHS England to close its list for a three month period which was rejected. Dr Mufti explained that in the near future the partnership would apply for a temporary closure once more and this time would ask for the support of the PPG. Action – All Agreed.	

<ul style="list-style-type: none"> • Any Other Business 	<p>David brought to the attention of the group that patients sat in the corner of Reception struggle to hear their name being called over the Tannoy, and suggested that the jayex or another form of calling patients was used. In addition he suggested that whilst patients had access to our website a suggestion would be to replicate the website information on the practice notice boards as not all patients had or could use the internet. Action – Practice Manager</p> <p>Glynis informed the group that a Monday evening was not convenient as she attended another local meeting on the same day. The day of the meeting is largely up to the members and any day between a Monday and Thursday would be considered by the Partners. Action - PPG members to make the decision.</p> <p>David suggested to the Chair person that these meetings do not exceed two hours. Dr S Mufti's intention is to run them for no more than 90 minutes. All Agreed.</p>
<ul style="list-style-type: none"> • Date of the next meeting 	<p>21 September 6:00 – 7:30pm</p>

Dr S Mufti

21 June 2016