

St John's Medical Practice

Patient Participation Group

Minutes

21.9.16

<b>Those present:</b>	<b>Name</b>	<b>Job Title</b>
	Dr S Mufti	Chair Person
	Julie Hadlow	Practice Manager
	RT	Member
	DW	Member
	PG	Member
JH - Minutes		
Apologies –	NH, LS, WS, VS, GS	
<ul style="list-style-type: none"><li>• Welcome and Introductions</li></ul>	Dr Mufti thanked everyone for attending. Julie Hadlow was introduced to the members.	
<ul style="list-style-type: none"><li>• General discussion</li></ul>	PG asked if we had had any meetings like this in the past. Dr Mufti explained that initially we had a virtual group which was managed via emails only but that it was felt beneficial to have face to face meetings. PG asked if this was a government initiative and if it was a source of income. Dr Mufti replied that there was no funding available for the meetings but that she felt that if we could expand the membership of the group that this would be beneficial. DW asked if all patients knew about the group and it was explained that it was advertised on our website and there were posters in the waiting rooms. Discussion took place as to how we could increase membership. DW suggested GPs should inform patients during their consultations and encourage them to join. Dr Mufti agreed to talk to the other GPs about this. Julie Hadlow also suggested that a leaflet could be given to patients after their consultation encouraging patients to join the group.	
<ul style="list-style-type: none"><li>• Practice Staff Changes</li></ul>	Julie Hadlow informed the members that Caroline Lee, Nurse Practitioner had now left the surgery as had Kim Wilson, the Reception Manager. A new Nurse Practitioner called Alison Cole has now joined the practice. Julie also said that adverts were also out for another Practice Nurse, Healthcare Assistant, Business Manager and Reception Manager.	
<ul style="list-style-type: none"><li>• Practice Refurbishment</li></ul>	All members agreed that the recent reception refurbishment was a big improvement and long overdue!	
<ul style="list-style-type: none"><li>• Care Quality Commission</li></ul>	Julie Hadlow informed the meeting that we had recently been re-inspected by CQC and were still awaiting the final report. An initial report had been received which we had made representation against. RT said that the CQC inspector who spoke to her at the recent inspection was extremely negative about the practice	
<ul style="list-style-type: none"><li>• Tannoy System</li></ul>	DW said he felt the quality of the sound on the tannoy system could be improved and that certain doctors were	