

## Meeting Minutes

### PATIENT PARTICIPATION GROUP MEETING

**Date: 20<sup>th</sup> November 2019**

**Attendees:**

Amanda Webster Chairman  
Dr Daz  
Chambis Georgiou  
Robert Nsiiro  
Sue Melish  
Jayshere Patel  
Iris Poague  
Colin Hartridge- Price  
M Mustafa  
Fatima Pharmacist Pyramid Pharmacy Guest

**Non-Attendees**

Dr Bhaiti  
David Linfoot – Vie- Chairman

No.	Agenda Item	Action
1.	<b>Introductions</b> The Practice Team were introduced Two New members of the PPG JP and IP introduced themselves AW introduced herself as chairman of the PPG and DL as vice-chairman of the team	
2.	<b>Apologies</b> DL and BB sent their apologies	
3.	<b>Staff Changes</b> Dr Udenze left the practice 31 <sup>st</sup> October 2019 Dr Ambrose has become fulltime as 18 <sup>th</sup> November 2019 We have a new health assistant working 2/3 days a week Jennifer the new Advanced Nurse Practitioner 2 days a week at the moment increasing to 3 in 2020 David Gillamore building a knowledge database for admin/reception staff	
4.	<b>Last Meeting minutes</b> CHP asked for clarification on Item 3 – update on CQC – CG advised that a group of staff attended a learning session that went very well – Inspection happened on 2 <sup>nd</sup> October 2019 – we prepared as much as we could	
5.	<b>Building and Facilities</b> Item 5 his initials were incorrect and need updating NHS properties – we have been given back room 9 Room 8 has been audited – photographs taken and deep cleaned Thermostat is still being chased	
6.	<b>Newsletter</b> A monthly newsletter will be circulated to patients two done this year starting full time in January	
7.	<b>The Future of the Surgery</b> The CQC happened on the 2 <sup>nd</sup> October – the practice is now out of special measures and is now inadequate – but we are working towards the next review in April 2020 to improve further We have signed up to the Marie Curie Daffodil Project to improve staff on palliative and end of life care. All staff will get packs and training. We will be holding a Saturday surgery every 6 weeks	
8.	<b>AOB</b> MM asked about patient home visits and if the practice did them – SM advised that we do and we ensure extra care for terminally ill and elderly – they are done on a first come first served basis and we ask people call before 11am to get on the days list. I asked about alerts about mental health patients and also other services. SM advised we have various medical alerts The Pharmacies will be working more closely together to help keep supply for patients during Brexit	

9	<b>Next Scheduled PPG Meeting</b> Dates Suggested 19 <sup>th</sup> February 2020 20 <sup>th</sup> May 2020 19 <sup>th</sup> August 2020	
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