

## Agenda

### PATIENT PARTICIPATION GROUP MEETING

**[30/11/2018]**

**[Summerfield Dr Kulshrestha 11 AM]**

**Attendees:**

\_\_\_\_\_ Mr W \_\_\_\_\_ [Enter name of attendee] - Chairperson

\_\_\_\_\_ Ms. Mo \_\_\_\_\_ [Enter name of attendee] – Vice chairperson

\_\_\_\_\_ Mrs S \_\_\_\_\_ [Enter name of attendee] – Secretary

\_\_\_\_\_ PKA \_\_\_\_\_ [Enter name of attendee]

\_\_\_\_\_ SU Ku & KUN L \_\_\_\_\_ [Enter name of attendee]

**Non-Attendees:**

\_\_\_\_\_ [Enter name of attendee]

No.	Agenda Item	Action
1.	<p><b>Introductions</b></p> <p>The practice is investing in people to continue to deliver on service and patient care at this Summerfield primary Care centre and increase awareness in the community. The new way of working of PPG was discussed. Patients to give application to join the PPG</p> <p>Closer of Evening surgery on 24<sup>th</sup> of December Monday- Between 5PM &amp; 6.30 PM</p> <p>Closer of Evening Surgery on 31<sup>st</sup> December Monday – Between 5PM &amp; 6.30 PM.</p> <p>As discussed briefly on 21<sup>st</sup> of November With PPG member MH to close evening surgery on Christmas Eve 24<sup>th</sup> of December and evening surgery closer at New Year eve on 31<sup>st</sup> of December. These days Evening Surgeries are covered for any emergencies by Badger Services.</p>	
2.	<p><b>Apologies: Sus k,</b></p>	
3.	<p><b>Minutes from previous meeting (enter date of previous meeting):</b></p> <p><b>Discussion of merging of other Branch surgery to Summerfield. It is approved by CCG and Public consultation was done with CCG member &amp; Communication Team. Poster was put in the waiting area to inform people and raise any concern if they have. Most of the people come at Summerfield based surgery. No one has attended there from last two months. Surgery is opening but patients prefer this modern surgery now and are happy to come here.</b></p>	Will be given
4.	<p><b>Patient Survey [Outcome/results/actions]</b></p> <p><b>Were discussed in the previous meeting and patients suggestions were also noted down and published on the website.</b></p> <p><b>Patient FFT survey is quit well and any comments are taken into account.</b></p>	Discussed previously

5.	<p><b>A.O.B: CQC inspection was discussed and President was told to meet CQC people on the day. All requests from PPG to improve surgery were on now. Hand sanitiser is there for the patients to use and patients feel happy. Notices are locked in locking notice board and magnifiers are there in reception for visually impaired people. Hearing loop is there as well. Patients have drinking water available at reception to provide hydration. Information and calling system is running fine. Patients seating arrangement is also coordinated with screen information. Website has all information updated. Hopefully Branch will totally merge at Summerfield and GPs and staff will save one hour of travelling and wasting their time. This time will be utilised at the main surgery. We will have increment of 20 plus appointments at Summerfield Surgery. Any request to improve surgery for the benefit of patients is well come. Group was informed the change of OOH service to Badger and use of 111 services was discussed by President. All patient group members recommend the merger useful to have Services under one roof as only 21 patients are registered at the Branch. PPG also told we do not like online appointments and prefer to do on telephone line and face to face. They also suggested that it will be a good idea to have one hour walk in surgery at least few days when time is increased at Summerfield and will cut down Casualty attendances. Patients will be benefited with quick appointments. Christmas Eve evening surgery closer and New Year Eve evening surgery closer:</b></p> <p>As discussed briefly on 21<sup>st</sup> of November With PPG member MH to close evening surgery on Christmas Eve 24<sup>th</sup> of December and evening surgery closer at New Year eve on 31<sup>st</sup> of December. These days Evening Surgeries will be covered for any emergencies by Badger Services.</p> <p><b>I had a letter from MH and WA saying most people would have made sure they have enough medications to last over the holidays. "I hope our opinion will help with the decision about the closer of the surgery" during Christmas Eve and New Year Eve. This is documented in their letter given on 21<sup>st</sup> of November 18. All members agreed and told that Urgent Care is also helpful and 111 are there to help and surgery calls are going to Badger as well.</b></p>	<p>OOH, Merger. Rule change to PPG joining</p> <p>Request by PPG to have one hour walk in surgery after the merge of the Brach to main surgery to give more flexibility &amp; Access of appointments at Summerfield Practice.</p> <p>To close Evening surgeries on Christmas Eve &amp; New Year Eve.</p>
6.	<p><b>Next scheduled PPG Meeting TBA (Possibly 3<sup>rd</sup> week of December) as suited to the president.</b></p>	<p>Next month</p>
7.	<p><b>Meeting at a close</b> Everyone was thanked for their time and commitment. <b>Thanks was given to the PPG member to representing in the public involvement meeting</b></p>	