**DR Aand Partners**

**PPG COMMUNITY MEETING**

**1ST May 2018 11am**

**Minutes**

**Those in attendance:-**

**Dr WO, LM (PN), DMC (PM)**

**PPG Members: SL (Acting Chairperson), KS  (Minute taker), JL, DC, SM, OM, CC**

**No apologies for non-attendance:**

The DMC (PM) told the meeting that the old Patient Participation Group (known as PPG) was now disbanded as there were none to very little patient interaction.

Discussion opened with info about Care Quality Commission (known as CQC)

DC explained about what CQC is and what it does as well as its roles regarding the surgery.

Dr WO explained about the CQC 1st 3 visits to DR A and partners in Lister Surgery.

(CQC first visit the surgery was placed in Special Measures, so certain things were improved upon, the next visit was in January 2017 where the surgery came out of Special Measures as it had improved this visit the surgery hoped that the surgery would be classed as Good).

Dr WO explained about the PPG and its roles

DC asked DMC and Dr WO, what needs improving and what has been done to facilitate this?

Items to action

1/. Print hard copies as well as online copies showing relevant items to rest of patients in the surgery.

2/. Look into how the leaflet display units can be controlled so children cannot misuse them.

3/. It was suggested to show CQC building maintenance complaints have been escalated to building owners.

SL asked about what is being done regarding Did Not Attend (Known as DNA)

(It was agreed that this will be looked into at a later date.)

JL raised the point of advising the CQC about things that need urgently improving but at the same time advising the CQC about things that are working well at the surgery. SM praised the appointment system as working very well. It was also agreed that members of the new PPG would meet members of the CQC and explain their own views to them.

DC asked about the possibility of a PPG merger within the Lister health centre and was told that it was not allowed, but DC replied there should be no reason why not because the merged group would not be discussing individual medical problems. So this should be looked into more.

It was also agreed that once new PPG was up and running that we could invite Rosemary Watts to a PPG meeting.

Dr WO advised that CQC would arrive about 9am until 4pm and see patients who wanted to speak to them from about 9.30am. SM could make 9.30am, CC and SL could make 10.am, and DC would advise Time he would be available.

It was decided that the new PPG would have a page on the surgery website and that when first meeting was finished that the new PPG would advertise on the main front page of the surgery website. It was decided to advertise the website advertise the address of the surgery within the surgery itself, as well as number of DNA’s so the info could be shown to all patients within the surgery.

We were asked for ideas about how to contact all patients.

Next meeting was discussed and set for 11am on the 5th June 2018 (subject to change)

If I have missed anything out, please advise [KS](mailto:kbsteward@hotmail.com)

**Meeting came to a close.**

**Minutes taken by KS**