

Patient Participation Group Meeting

Thursday 1st October 2015

Minutes

Present

Janet Wain, Paul Mason, Emma Stone, Sheila Mellors, Dr Lesley Foskett, Lynne Tomlinson-
(Joined the meeting later)

Apologies

Freda Price
Tony Wardle
Christine Woodcock

1. Matters arising

The minutes of the previous meeting and the matters arising were discussed.

Still awaiting confirmation of when the Group can view Florence Shipley prior to its opening.

Dr Foskett confirmed that Kelvingrove will be managing the patients at Florence Shipley.

Paul attended the joint PPG meeting at Park Surgery along with Dr Mellor. Nigel Mills was the guest at the meeting and he discussed the possibility of the three local Practices operating from the same building.

Dr Foskett discussed the implications of this and reassured the group that it is not imminent.

Brooklyn Medical Centre is currently looking for new premises.

2. Patient Survey Triage System

The upcoming patient survey was discussed around the triage service. It has been decided that we should have a sign in reception asking any patients who have used the triage service within the last month to fill in a questionnaire.

3. CQC Inspection report

We have received the CQC report following our recent inspection in May. The surgery received an overall rating of **Good**. We are very pleased with the report.

4. Citizens Advice Bureau

Dr Pasupathi attended an open day for the Citizens advice Bureau; he was very impressed with them and what they can offer. A link to their website has been added to the Practice Website.

Reception can hand out the Citizens Advice Bureau contact details to any patients that ask for them.

The Citizens Advice Bureau is now located in the Town Hall on Heanor Market Place.

Any other Business

- **Waiting Room Chairs**

We are having all the waiting room chairs in the lower reception area recovered in vinyl. The colour swatches were passed around the group.

Emma to speak to Meditelle to arrange a date to start the work. – **A date has since been arranged and the seats are being recovered in November.**

- **Ramp**

The Practice has obtained several quotes to have the ramp repaired, unfortunately due to the cost and Practicalities this is not possible at the moment. Therefore the Ramp will be closed for a trial period.

Reception will advise patients when they book an appointment for the upper surgery that the ramp is closed and if they prefer they can see one of the GP's in the lower surgery; alternatively the GP maybe able to see the patient in the lower surgery if the patient really wants to see a particular GP.

Alerts to be added to patients records, recording their mobility status.

- **Dr Foskett Retiring**

Dr Foskett will be sadly retiring at Christmas following a long and happy career within the Kelvingrove Team.

She will be sadly missed by all.

Dr Mellor is to replace her as the GP representative for the PPG.

Date of next meeting

Thursday 14th January 2016 at 4.30pm.

Action Points

- Chase up tour of Florence Shipley Prior to its opening
- Patient survey – Triage Service to go live
- Reception to add mobility status to patients records
- Contact Meditelle to have waiting room seats recovered

Thank you to everyone who attended the meeting, look forward to seeing you all at the next PPG meeting in January.