

**FOREST HOUSE MEDICAL CENTRE & WARREN LANE SURGERY
PATIENT PARTICIPATION GROUP
MINUTES OF THE AGM MEETING HELD ON 12th September 2016**

	ITEM	ISSUE	ACTION
	Attendance & Apologies	<p>In Attendance: Hasmita Lad (Chair), Paul Linnett (Vice Chair), Elemer Fejer, Linda Greenwood, Val Hutchinson, Wendy Brooks, Helen Catterwell, Anthony Champion, Michael Chilton, Kenneth Cowan, Maureen Harwood, Lynda Ince, Merle Joyce, Grahame Lees, Rachel Petri & James Webster.</p> <p>Apologies: None</p>	
1.	Matters Arising	<p>CQC A question was raised as to whether the Practice has been informed of a date for a CQC inspection. JW commented to say that this is still unknown. It was noted that recently a couple of neighbouring Practices have received criticism from CQC.</p> <p>New GP Dr Alagesan was introduced to the PPG as the new GP who started in the Practice on 1st September.</p>	
2.	Appointment of Officers	<p>The group voted unanimously for Hasmita Lad to remain as Chair and Paul Linnett to remain as Vice Chair for the year ahead.</p> <p>Merle Joyce volunteered to join the committee for the coming year. All other committee members are to remain.</p>	
3.	Terms of Reference	<p>The Terms of Reference for the PPG were reviewed by the group.</p> <p>It was agreed to include within the ToFR that they will be reviewed on an annual basis during the AGM.</p> <p>PL had put forward a number of minor changes to be actioned.</p>	HL to update the ToFR and send to JW to circulate

4.	Objectives for Year Ahead	<p>HL mentioned that in the past these have usually been discussed at a committee meeting ahead of the AGM. Due to time constraints this had not been possible this year.</p> <p>Ideas that were put forward during the meeting were:</p> <ul style="list-style-type: none"> - <u>Supporting the Practice where needed</u> There is potential that the practice will require support in making patients aware of new IT initiatives. The group agreed to continue to promote the Friends and Family Test. It was noted that this had been of great benefit in the past year, generating a significant increase in responses. - <u>Promoting the PPG</u> Maintaining the current forms of communication i.e. notice boards in waiting rooms and also looking to hold a PPG awareness session at Forest House to engage with some of the patients who live closer to that surgery. - <u>Raising money for charity</u> This is to be considered once the Practice chooses a charity for the year. 	HL & PL to arrange a committee meeting to discuss further and present back at the next full meeting
5.	Speakers for Future Meetings	<p>The speaker from Age UK, at the July meeting, had been well received despite a low turnout. It was agreed to look to have speakers from other relevant organisations during the year ahead. The following organisations were suggested:</p> <ul style="list-style-type: none"> - Diabetes UK - Guide Dogs for the Blind - British Heart Foundation - MIND - Scope - Heartlink 	JW to seek to arrange speakers for future meetings as appropriate
6.	Practice Matters	<p>Assessment to Become a Training Practice</p> <p>The practice has now completed the assessment process and has received verbal notice that they have been successful. This means that, once written confirmation has been received, the Practice will be able to host Registrar Dr's who are in training to become GP's. This is a very positive step for the practice and will lead to an increased number of appointments being made available for patients.</p>	

		<p>Telephone System There have been a number of recent problems with the telephone system leading to patients having difficulty in getting through. These have been related to software errors and have usually been corrected within a couple of hours. This is an ongoing issue that the practice is seeking to resolve.</p> <p>Reception Staff 2 members of the reception team have recently left and are being replaced by 2 new members to the team. Also the 2 apprentices who have been with the practice over the last 12 months have agreed to stay on as permanent members of staff. A new apprentice has also started recently. A comment was made that the reception staff do an excellent job and are both friendly and helpful to patients.</p> <p>Dr Woolford Leaving Dr Woolford will be leaving the Practice on 30th Sept this year. He is hoping to work as a locum over the coming years and therefore may well be working at the practice in the future within this 'ad-hoc' capacity. There is currently a book for patients to leave 'well wishes' on the reception desk at Forest House.</p> <p>F2 Training Dr's There are currently 2 F2 training Dr's with the Practice and will be until next August.</p> <p>Extension to Warren Lane There is no new update on the proposed extension plans. These have been submitted to NHS England and, as yet, there has been no developments or news with regard to approval or funding.</p>	
7.	Feedback from the Locality Meeting	There was no feedback as there had not been a locality meeting since the last PPG meeting.	
8.	AOB	<p>Dr's at Forest House It was asked that the Practice considers putting on regular Dr appointments at Forest House surgery. Currently the On-call Dr and Nurse Practitioner are based at Forest House. It was felt that there is an unfair distribution of Dr's at Warren Lane surgery compared to Forest House.</p>	JW to raise with GP Partners

		<p>Blood Pressure at Pharmacists It was noted that it is being advertised in the media that patients can receive blood pressure checks at local pharmacists. This is an additional service available to patients and not taking the place of anything offered by the GP surgeries.</p> <p>Children’s Heart Centre Closure Consultation HL mentioned that there is a consultation due to take place, regarding the proposed closure of the Children’s Heart Centre at Glenfield Hospital. The consultation will be held on Saturday 24th Sept 2pm-4pm at the Leicester Adult Education Centre (Hansom Hall), 2 Wellington St, Leicester, LE1 6HL.</p> <p>Boots Chemist It was raised that the standard of customer service at the Boots Chemist next to Forest House Surgery has deteriorated of late. JW commented to say that he was aware that they have had staffing issues that they are hoping to resolve. It was generally felt though that there had been a decline over a number of years.</p> <p>Practice Logo & Name PL asked for it to be considered that the Practice has a name and logo which can link the 2 surgery sites together. A suggestion of Leicester Forest East Medical Practice was put forward</p> <p>History of the Practice Project/Display HL put forward a suggestion that the group could run a mini project to create a display highlighting the history of the Practice over the years. It was felt that this was a good idea and that members of the group would look for information and photographs to include.</p>	<p>JW to raise with GP Partners</p> <p>All Members to look for photos / info for project</p>
9.	Date and Time of Next Meeting	The next meeting will be on Monday November 14 th 2016 at 6.15pm at Warren Lane Surgery.	