

**FOREST HOUSE MEDICAL CENTRE& WARREN LANE SURGERY  
PATIENT PARTICIPATION GROUP  
MINUTES OF THE MEETING HELD ON 12<sup>th</sup> October 2015**

	<b>ITEM</b>	<b>ISSUE</b>	<b>ACTION</b>
	<b>Attendance &amp; Apologies</b>	Attended by: Hasmita Lad, Linda Greenwood, Lynda Ince, Maureen Harwood, Val Hutchinson, Grahame Lees, Wendy Brooks, Mike, Chilton, ShillaNaik, Merle Joyce, Rachel Petri, Diane Stubbs. Apologies from: Paul Linnett, John Harvey, Doreen Widows, Ken Cowan & Dr Milton	
1.	<b>Minutes and Matters Arising Thorpe Astley</b>	Hasmita welcomed everyone and thanked them for attending the AGM and apologised for cancelling the last meeting. The notes of the last meeting were accepted. Thorpe Astley:- Diane explained that the practice was currently working with NHS England and Braunstone Town council regarding the feasibility and sustainability of the practice opening a branch surgery at Thorpe Astley. The practice has approx. 1000 patients registered in the area.	
2.	<b>Minutes from The Committee Meeting</b>	The minutes were circulated and discussed: Paul handed out leaflets at the Gala Hasmita was unable to get the patient group chairman at Long Clawson surgery to attend our meeting. Notices have been put up in both waiting rooms – re PPG information Rachael to check if PPG information could be added to prescription messages and check the TV for PPG info.	RP
3.	<b>Election of Committee Members</b>	Hasmita Lad was elected as the Chairman for a further year and Paul Linnett was elected as the vice chairman for a further year. The committee members will also stay the same ie ShillaNaik, Mike Chilton & Lynda Ince.	
4.	<b>Practice Matters Complaints Review and Updated Complaints Procedure.</b>	A summary of the complaints was circulated and Diane apologised that there had been increase but explained that it was due to the patients not liking the walk-in clinic that operated from August 2014 – Nov – 2014. The group were satisfied with the practices handling of the complaints. Diane explained that the NHS had recently updated the complaints procedure and therefore the practice had made some changes in their procedure to keep within the requirements. The proposed new procedure was circulated along with the patient complaints leaflet. The group accepted the changes.	

		ShillaNaik will check the patient leaflet	SN
5.	<b>Patient satisfaction questionnaire</b>	<p>Diane circulated a patient satisfaction survey that has been endorsed by the RCGP and explained that the practice would like to do this survey on behalf of the patient group using an outside agency who will provide the questionnaires, collate the answers and comments, provide a summary of the results and compare them to the national average. There is a charge for this service which is payable per questionnaire provided so it would be important to make sure the patients completed them in the practice.</p> <p>The patient group found some errors on the questionnaire but approved it (once the alterations are made)</p> <p>It was agreed that the patient group would help handing them out and Diane will inform the PPG members of the dates assistance required.</p>	DS
6.	<b>Speaker for the next meeting</b>	.Lisa Manley – First Contact – County Co-ordinator.	
7.	<b>AOB</b>	Phone message whilst waiting – Mike Chilton asked if the message could be improved – option to add information on PPG	DS
8.	<b>Date and Time of Next Meeting</b>	The next meeting will be on.9 <sup>th</sup> <b>November 2015 at 6.15pm at Warren Lane Surgery.</b>	