



The Masharani Patient Participation Group Meeting held on 22nd July 2019 **At Lutterworth Health Centre**

Welcome

Chair Sue Staples, Dr Masharani, Anita Masharani, Marjorie Deacon, Roy Deacon, Ray Moore, Jeanette Moore, Richard Morgan

2. Apologies Mike Perks

3. Sue Emery

The meeting starts with a special mention to Sue whose husband Roger passed away earlier this year. Sue, who could not attend the meeting today but who has been a long standing member and secretary of the PPG and Roger also supported the group.

4. Surgery Report

IGP has been successful- both new doctors are now in the country and will officially start 01/08/19.

We now have 2 regular Advanced Nurse Practitioners (ANP) Jo Williams and Keira McKenzie.

ACTION POINT

PPG would like a notice put out advertising the 2 new doctors and 2 regular ANP's. To be done as of 01/08/19.

HCA's both continue to train in new things and Sue W. has now joined college.

Interview Room

Interview room will be turned into an assessment room for patients to use to weigh themselves and check blood pressure etc. The practice is in the process of buying equipment.

Smoking and Alcohol Questionnaire

A questionnaire has now been created to help the practice update records on patients smoking status and alcohol intake and are being given to patients to complete.

PPG mentioned that they would like a section asking patients if they would like to join the PPG. This has been added to the form.

This has been rolled over to next year

DNA Notice

PPG are happy that we are now displaying the number of appointments that patients did not attend and are happy that there has been a decrease

May- 134 DNA June – 116 DNA

The PPG would like a graph to represent this so it can be used as a visual for patients to see that the number is getting smaller.

ACTION POINT

Create graph and display

Next Meeting

7th October 2019. PPG say it would be nice to see more staff present at the meetings, especially the new doctors.

ACTION POINT

Send notification to all staff closer to the time inviting them to attend the next PPG meeting.

5. Compliments, concerns, complaints

None to note

6.PPG Financial position

This remains Stable

7. PPG Issues & Projects

Allotment

It was agreed that due to ongoing pressures that this has been rolled over to next year

Defibrillator

Fortnams Defibrillator has been causing issues with battery discharging too quickly this may be due to age. At present CHT have replaced the battery under its warranty and we will put it on watch. If the same issue reoccurs it is most likely that we will have to purchase a new machine next year.

Virtual PPG /web

Dr Masharani is having talks with Steve Robbins and others regarding a platform for sending multiple e mails, which is causing the difficulties in communication across the group.

8. A.O.B

There were some questions about Lutterworth East but it was confirmed that the practice will remain at the Health centre. There are ongoing talks with the CCG with regards to possible extensions.

The members were interested in the progress of the purchase of a Phlebotomy chair.

Anita confirmed that it was in progress however there were a number of issues with the type colour and size. Following some advice this will now be ordered.

Next Meeting The next meeting will be held on 7th October at 7.30pm at the surgery

IF YOU ARE READING THIS AND ARE INTERESTED IN JOINING THE GROUP AND HELPING YOUR SURGERY CONTINUE TO DELIVER EXCELLENT PRACTICE AND FULFILL LOCAL HEALTH NEEDS PLEASE CONTACT THE CHAIR (DETAILS FROM RECEPTION) OR SIMPLY TURN UP AT THE NEXT MEETING (ACCESS IS AT THE REAR OF THE SURGERY) AND YOU WILL BE MOST WELCOME.