



**The Masharani Practice Patient Participation Group**  
**Notes of the Meeting held on Monday 4<sup>th</sup> December 2017**  
**At Lutterworth Health Centre**

**1. Welcome and Apologies**

**Present:** Sue Staples (SS)

Steve Robbins (SR) Richard Morgan ( RM) Val Howson( VH) Mike Perks( MP) Jan Perks( JP) Bernard Cherry( BC) Roy Moore( RoM) Jeanette Moore(JM) Sue Wormleyhton ( SW ) ,Emma Talbot ( EM) Sarah Batty

**In attendance:** Dr Masharani (VM) Anita Masharani (AM) Ajay Masharani (AJ) Sarah Batty (SB)

Dr VM introduced Mandy Dakin (Co-Chair of Park View Surgery L'Bro)

**.Apologies:**

Sue Emery

**Thanks to everyone for entering into the pre-Christmas spirit and bringing food and drink – lovely!**

**3. The notes of the meeting held on the 2<sup>nd</sup> October 2017**

These had been circulated and accepted as correct apart from the date of the meeting at the top which has now been corrected and as these were already on the PPG page of the Practice web site, **The Corrected version needs to replace the one that is currently posted (Action SR)**

**4. Surgery Report – VM & AM**

**a)Compliments, Comments and Complaints.**

None raised this month – however AM reported there is to be a new pathway introduced for complaints

**b)PPG and Patient Communication.**

Steve Robbins had produced as promised an Autumn Newsletter – this was circulated and on the Practice /PPG web site – Thank you Steve and for all your other distribution work.

**c) Signposting patients via phone message – Action VM to record new message**

**d) The TV presentation** -worked well however turning off the TV in the waiting room was not well received and staff were subjected to many complaints therefore it was switched back on. .Discussions took place regarding the purchase of a new TV screen that would provide capacity to provide more information thus keep patients interested. **Action VM to source after Christmas and suggest also contact Peter Wells (son of J Wells)**

**e) Summary Care Records**

The Practice is the top Practice for patient sign ups and returns within the East Leicestershire and Rutland CCG (ELRGGG) – The PPG gave thanks to the Administrative staffs' hard work

**f) Online Ordering and Reviews** – it was raised by SR that when ordering repeats no information is given re a review being due\_and then on collection a patient has not

been able to complete their requested order as a review was due . It was also noted that at this time there seemed to be no online appointments posted 3 appointments are supposed to be available each day – **Action AJ to investigate ad feedback to the clinical system**

**Patient reviews** SS raised the issue of Patient reviews and how patients are signposted as to what to do and who to see – she had received feedback that some patients felt worried that they are taking up valuable GP appointment time and felt that this was unnecessary - ? Maybe a more vigorous attempt/system could be made to improve signposting here and thus free up GP time – **Action to be looked into - BF to next meeting to discuss**

**g) Staffing**

New Staff appear to be settling well

**h) Joint Working with the local GP Hub has been incentivised by the ELRGG**

**5) Medical Centre Car parking**

Following our last meeting there have been further discussions with the Wycliffe Practice to find a practical solution. VM explained that Harborough District Council (HDC) have agreed to take over monitoring the car park in the same way as they are doing others around the town. This will start early in January. There will be a 3 hour limit on waiting time for patients visiting the centre. Staff and those working at the hospital will be issued with permits. Penalty notices will be issued for cars that exceed the limit. HDC will collect the fines paid in return for the monitoring. Signs will be erected as soon as possible funded by the Friends of Feilding Palmer. The Practices & the PPGs feel that this is the best way to benefit all our visiting patients.

**Action. – To raise awareness of the change by putting up posters in the surgeries explaining this action and in the Swift Flash -Update on progress next meeting**

**7. A.O. B**

**a) Defibrillators** – SS spoke about the difficulties that have arisen between the Coop /us and CHT regarding the siting of a defibrillator at the coop funeral Services just yards from ours and revealing the box codes in a high profile article on TV. This left our defibrillators exposed to theft. A long running dialogue has and is still taking place about the cost to CHT / Village owners /community groups/councils of changing the codes. CHT offered to do ours free of charge re our help with intervention with the coop management and we have also been given two sets of pads free of charge. The Defibrillators continue to be taken into use regularly by East Midlands Ambulance Service so need regular monitoring.

SS has been given 2 collection boxes to try and boost donations for the costly sundries one is now in the surgery and 1 has still to be placed – any ideas??

**b) Health fest 2** was briefly discussed and will be on the Agenda at the next meeting

**8. The Date of the next meeting**

**Monday 29th January at 7 .30 which will include AGM and election of officers – nominations to the chair**