



The Masharani Practice Patient Participation Group
Notes of the Meeting held on Monday 2nd October 2017
At Lutterworth Health Centre

1. Welcome and Apologies

Present: Sue Staples (SS)

Marjorie Deacon (MD) Roy Deacon (RD) Steve Robbins (SR) Madalyn Treadell (MT) - for Eileen Derrick

In attendance: Dr Masharani (VM) Anita Masharani (AM) Ajay Masharani (AJ)
Dr VM introduced Dr Jenny Digby and Clinical Pharmacist Kim Carroll and Ajay Masharani.

2. Apologies:

Sue Emery

3. The notes of the meeting held on the 24th July 2017

- These had been circulated and accepted as correct and were already on the PPG page of the Practice web site.

4. Surgery Report – VM & AM

Compliments, Comments and Complaints.

- The Practice has continued to receive very good write ups on NHS choices and had letters of praises and thanks from patients.
- There was only one recordable complaint which may be escalated, this referred to being unable to get through to the surgery on the phone **before** opening time 8.30pm.

PPG and Patient Communication.

- It was agreed that the next Newsletter would be an 'autumn' edition. SR is collecting material. There will be a short introductory article on the new staff and a number of relevant issues, such as timing of appointments and reinforcing opening times and key personnel to contact re queries

Staffing Update

- VM reported that **Dr Jenny Digby** had completed her first month in the Practice. JD gave a short introduction and the members welcomed her and wished her well.
- VM introduced Clinical Pharmacist Kim Carroll and she spoke briefly about her clinical role within the practice, a key part of her role will be conducting medication reviews and advising the Practice re prescribing etc. She pointed out that her role is totally within the Practice and it is **not that of a Community Pharmacist**.
- Practice Nurse laonna El Shaddai has also joined the Practice.

Other issues.

- Need to raise Patient awareness of access by directing them the right person on the telephone buttons – e.g. queries re hospital appointments/referrals to Admin (Kay) etc. /action point to put message on the phone.
- Also to use the button 3 for prescriptions, this reduces work and waiting for patients
- E consulting e.g. Skype in the process of being set up, updates will follow.
- Wi-Fi coming at the end of December

- Patient issues raised , confusion over numbering in the waiting room re flu jabs etc. , and concern re lost letter – both will be looked into
- **Summary Care Record (SCR) All patients are being encouraged to sign and return the form to the Practice. This will assist medics if patients require urgent or emergency treatment.** The form is available with these notes.
- Parking issues were once again discussed but as yet there seems to be no sensible resolution and there are ongoing discussions with the Wycliffe Practice. It was agreed that such firms that may impose fines were not feasible or patient friendly. Other methods were discussed and once again the possibility of new signage etc. This will be discussed outside of the meeting.
- The possibility of a Health Promotion Board and PPG Promotion in the foyer was discussed at the last meeting however the two Practice's have not had the time to progress this as yet. **This item was carried forward.** There was funding for this available from the League of Friends
- VM to look at Book for patients for reviews - **item carried forward**
- It was noted that no action had taken place re the TV being used for Health promotional material had taken place, this was due to VM & SR being unable to meet. It was reinforced that that the TV screen was gifted by a PPG member and others for this purpose, not for watching TV. It was acknowledged that some patients like the TV and may not like it turned off, however the group supported it being trailed. Information such as the newsletter and important NHS updates would be screened. Once started the PPG would be happy to receive Patient feedback, in writing/email or by attendance in person at the meetings **SR AJM and VM to look into this ASAP**

5. MPPG Financial position

- SS reported that there had been no activity on the account since the last meeting.

6. The MPPG

- SS spoke again of her disappointment with attendance at the PPG and the difficulty of attracting Patients to attend. Attendance is needed to make it sustainable. **Please come along and support your Patient Group**

7. A.O.B

- VM raised the issue of the standard appointment consulting time of 10 minutes and one issue and the pros and cons of keeping to this to manage surgery and waiting time effectively. Patient education is needed and he asked the groups opinions on a new poster to reinforce this. The group supported the poster with some minor changes to the wording. After this amendment they will be displayed. Longer appointment times can be made available on request for multiple issues.

8. The Date of the next meeting

**Monday 4th Dec at 7.30 – surgery waiting Room – access by the back door.
Christmas snacks/nibbles welcome**