

NORTHFIELD MEDICAL CENTRE
PATIENT PARTICIPATION GROUP MEETING
Wednesday 12th June 2019

In attendance:

Marian Broomhead (MB) – Vice-Chair and Meeting Chair; Mike Howkins (MH) - Secretary; Joy Franklin (JF); Ann Markham (AM); Dr Anil Sood (AS); Jenny Quilter (JQ); Val Foster-Bains (VFB); Angela Hillyard (AH); Jen Fielding (JF)

ITEMS		OUTCOME/ACTION REQUIRED
1.	Apologies	Apologies were received from Shama Malik (SM) and Jackie Collington (JC)
2.	Notification of items of A.O.B.	Communication between PPG members and the surgery.
3.	Review of minutes of previous meeting held on Wednesday 3rd April 2019	The minutes were agreed as being correct. Mike Howkins had been unable to locate an up-to-date PPG newsletter from another surgery. The out of hours service at Enderby was now in operation in the evenings and at the weekend.
4.	PPG Locality Meetings (any attendees)	These events are a good opportunity to network and discuss issues with PPG members from other practices and receive information feedback, although there was no report of any recent local meetings.
5.	Carers Week (10th – 16th June 2019)	This had been running well so far at Northfield Surgery. JF, VFB and AH had attended sessions and other PPG members would be attending sessions later in the week. There had been a varying amount of interest from the public. JQ commented that the week was going well with the emphasis on spreading information for people who are carers. It was noted that it was also PPG Awareness Week although the group and JQ had not received information regarding this in time to prepare.
6.	NHS/DC/CCG Initiatives	Local RCGP (Royal College of General Practitioners) meeting had been attended by JC. Report awaited
7.	PPG Initiatives, including patient comments and suggestions	Two issues had been raised in patient comments. The first was the possibility of a water cooler. The second issue was privacy in the waiting area. The PPG comments/suggestion box is to be replaced.
8.	Surgery Issues and Staffing News	Dr Jason Ferdjani would be leaving the Practice at the end of July 2019, at the end of a training period. There would soon be a new registrar joining the Practice, Dr Zaahirah Ramsahye, to stay for a three year period as part of her training, but working on a 50% attendance.
9.	Patient Experience Survey Results	AS reported on the survey conducted by the practice. The survey showed improved results in the four areas considered – seeing and speaking to a preferred GP; choice of appointments when making a booking; how good was the health care professional at listening to you?; how good was the health care professional at treating you with care and concern. This was most pleasing, but there was still work to do.
10.	Enhanced Summary Care Records	Enhanced Summary Care Records are an electronic record of important patient information, created from GP medical records. With patient consent, they can be seen and used by authorised staff in other areas of healthcare who are involved in the patients direct care. This could be of great advantage if a patient ends up in hospital. The practice is actively trying to increase the number of patients who consent to an Enhanced Summary Care Record.

11.	Promoting On-Line Services	To pick up in the Autumn, with the flu injection campaign.
12.	PPG Noticeboard	The noticeboard had been moved closer to the front door, so patients and friends would be able to read the information much more easily.
13.	Out of Hours Care Services	The centre at Enderby was up and running. Appointments could be booked via the 111 telephone number. Patients could also be referred by their GP for monitoring purposes, e.g. at the weekend for cases in need of monitoring.
14.	Local Supermarket Tokens Initiative - Update	MB is liaising with Tesco at South Wigston for their blue token scheme.
15.	A.O.B.	<p>Communications between PPG members could take place between PPG meetings via email via JC or MH.</p> <p>JQ asked whether all members were agreeable to having their name on the PPG noticeboard. All members present were in agreement.</p> <p>The new phlebotomy walk-in clinic will be renamed the phlebotomy sit and wait clinic, to indicate that the service was not necessarily immediate. The service is available from 8.15 am. Patients could also book an appointment for blood tests on Tuesdays and Thursdays.</p>
16.	Date of Next Meeting	<p>The next meeting will be Wednesday 11th September 2019, 5.30 p.m., to include On-Line Service. JQ to provide dates for flu injection sessions From September onwards.</p> <p>There being no further business the meeting closed at 6.24 pm.</p>