**NEWTON DRIVE HEALTH CENTRE**

**Patient Participation Group**

**Minutes of meeting held on**

**Monday 13th January 2014 - 18:00 - Library, Newton Drive Health Centre**

**Present:** Mrs Donna Jackson (DJ), Miss Vicky Greenwood (VG),

Mr Terry Bennett (TB), Mr Michael Martin (MM)

**In attendance:**  Mr Chris Casey (CC), Practice Manager

Mrs Norma Halsall (NH), Assistant Practice Manager

**1 Actions / Feedback from Previous Meeting**

CC handed out the final CQC Inspection Report to the members of the group and gave a brief summary of the findings. MM said the report was very pleasing. The practice was compliant in all inspected outcomes and received high praise from our patients. The report will be published online on the practice website, NHS choices and the CQC’s own website.

**2 New Actions**

The group had planned to review to the results of the patient questionnaire, however the practice has struggled to get responses to the survey. DJ and VG mentioned that they had been into the practice recently and had not been asked to fill out a questionnaire. CC said he would look into this and make sure staff are doing their upmost to ensure the survey is completed on time to review the results at the next meeting. **Action: CC to discuss with practice staff to ensure survey is completed.**

CC received an email from a neighbour of the practice who has become concerned with the level of rubbish on site. Stating that it is blowing from our land onto theirs and the surrounding areas. The group has previously discussed the provision of a rubbish bin outside the health centre entrance. In line with council policies it was decided that the rubbish bin would not be provided. However, the group and the practice agrees that the rubbish can at times look unsightly but did not agree that the problem is just “one way” and that rubbish blows on and off the practice’s land. We discussed two options, firstly providing a rubbish bin, council bins cost approximately £400 (TB). CC will request information from the landlord, as they are responsible for external repairs and fixtures, as to whether they can provide one. If not, the practice will seek permission to have one installed following an acceptable quotation.

If it is not feasible either due to permissions or finances to have the bin installed the practice will fund a grounds maintenance service which will include clearing rubbish. This will be done on a regular basis either every week or every two weeks.

CC gave news to the PPG that Dr Riley has announced her intention to leave the practice as she is relocating her family to the south of the country. It will be extremely difficult to replace Dr Riley as she has been an outstanding member of the partnership for the last 12 years. The practice is looking to keep patients well informed and will make an announcement on the notice boards, and the practice website. The practice is looking to resolve its staff issues as soon as possible.

MM stated that the health watch group had responded well to our targeted survey on patient’s knowledge of local NHS services. Commissioners had also been interested in how successful their advertising campaigns had been.

**3 Standing Agenda Items**

Staff

The practice is continuing to use regular locum sessions from Dr Ahmed, Goyal and Bathini. The practice is looking for a new partner to replace Dr Riley from April 2014.

Patient Suggestions

Two requests for drinking water machine – this has previously been discussed

One suggestion regarding “no paying medisen” – assume to be from a child which is difficult to interpret. Insufficient contact details to follow up.

**The next meeting was arranged for Monday 24th February 2014 - 18:00 at Newton Drive Health Centre**