**NEWTON DRIVE HEALTH CENTRE**

**Patient Participation Group**

**Minutes of meeting held on**

**Monday 24th February 2014 - 18:00 - Library, Newton Drive Health Centre**

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

Mrs Linda Endicott (LE)

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

Mrs Norma Halsall (NH), Assistant Practice Manager

Mrs Anita Redfern (AR), Reception Manager

**1 Actions / Feedback from Previous Meeting**

There had been an interim email to discuss the future structure of the PPG which was discussed during this meeting.

An update was provided on the cost of an external rubbish bin that could be affixed to the outside wall to help resolve the on going dispute with one of the health centre’s neighbours and also to provide a facility which currently isn’t available. It’s anticipated that it should not cost in excess of £200 for the bit plus fitting. VG asked if the bin was fireproof. Since the meeting CC has been in touch with the supplier of the bin and discovered that the proposed bin did not have a metallic lining or base. As such this could present a fire risk. CC has sourced new metallic bins and is awaiting confirmation of price.

**2 New Actions**

CC introduced Anita Redfern, Reception Manager to the group. It had been decided previously to invite Anita to today’s meeting for several reasons. She is now responsible for a vast majority of patient services and is seen as the face of reception. She deals with patients on a day to day basis and the group felt that it was important to get to know her and discuss patient services with her. We also felt that tonight’s agenda, mainly the results of the patient survey, and any discussion would benefit from her experience and that she would be able to respond to question from members of the PPG directly. AR gave a brief update on the staffing structure of the reception team and mentioned that the practice has recently taken on four new members of staff and are currently training these staff for both reception and administrative roles.

The group discussed the future structure of the PPG. Members stated that they were happy with its current structure but we looking to recruit a couple of new members. They did feel that the meetings require a slightly more formal approach and requested that an agenda be set in advance of the meetings. CC will organise this and ask for agenda items when sending the minutes of the previous meeting. PPG members were encouraged to send agenda items at any time but the practice asked that they were kept on the main focus of the PPG, which is improving services for patients at Newton Drive Health Centre. The agenda items will be approved prior the meeting.

CC produced the results of the Patient Satisfaction Questionnaire. The results and comments are embedded into this document, the discussion regarding the results in contained in the PPG Report. The group discussed all the outcomes and any noticeable difference from last year’s results.



**3 Standing Agenda Items**

Staff

The practice is continuing to use regular locum sessions from Dr Ahmed, Goyal and Bathini. CC announced that the practice’s recruitment campaign of a new GP partner was reaching its final stages. Since the meeting the practice is pleased to announce that a new doctor, Dr Deepak Biyani will be joining the partnership on a full time basis from 1st May 2014. The practice will then be back up to a full complement of GP time and will continue with the regular locums who have been attending. This will mean more GP sessions per week than the practice has had for almost two years.

Patient Suggestions

**4 Any Other Business**

CC informed that group that an email that he wrote outlining his opinion of the Healthwatch / Patient Participation Group Network meetings had been feed back to their group. Subsequently the chair of health watch, Norma Rodgers has requested a visit to the practice to discuss the purpose of those meetings and how the structure of Healthwatch fits in with the PPGN. The meeting will take place on the 27th March. PPG members expressed their desire to attend. LE and DJ will attend if available.

**The next meeting was arranged for Monday 7th April 2014 - 18:00 at Newton Drive Health Centre**