**Minutes of Patient Participation Group Meeting**

**Dr Nagpals Surgery**

**Thursday 24th May 2018**

**Practice staff present:**

Dr N Nagpal

Adele Kay (Senior Receptionist)

Catherine Wood (Practice Manager)

Halima Akhtar (Practice Nurse)

**Patients present:**

AC, PE, GR, MR, JSU, JS

**1. Welcome and Introductions**

CW welcomed everyone to the group and thanked them for their time.

**2. Apologies**

SB, BT, LT

**3. Minutes of Last Meeting**

Improvement Grant Funding

All PPG members gave positive feedback about the newly installed waiting room seating that had been approved and installed since the last PPG meeting in January 2018. The seating is now modern and up to date and also complies with Infection Control.

CW updated the group regarding the funding that we are currently applying for in relation to the extension. The next meeting with NHS England to approve the application was the 25.05.2018. AC asked if we could have an update on the progress of this before the next PPG meeting.

**Update 05.06.2018: The application requires one further quotation. 2 quotations were submitted but NHS England has requested a further quote. CW has been in contact with a builder who has taken the plans to provide a further quote before the next meeting which is scheduled for the end of June.**

**4. General Data Protection Regulations (GDPR)**

New Data protection legislation laws come into force in Europe on the 25.05.2018. CW explained at the meeting what this means to patients and their information that we hold. As a practice we need to inform patients how we store their information and how we use their information. This is explained in our privacy notice that is available to view in reception and also on our website [www.hopwoodgp.com](http://www.hopwoodgp.com). Patient leaflets are available at reception that explains the new guidelines in more detail. Patients are able to restrict how their data is use and also can have access to their own data. Please contact CW if you require any further information regarding this.

The group were also informed that new policies had been introduced following the GDPR and that GDPR has not only come into force with regards to patients but also with employees.

**5. Patient Survey 2018**

Our last patient survey was July 2016 and therefore we are due to undertake a new survey. CW showed the group the questionnaire that was used back in July 2016. The questionnaire appears quite long and “clunky” and not very user friendly. CW has found a much more user friendly questionnaire and all members of the meeting agreed that this would be the one that we would use.

It was discussed that we should aim for around 100 questionnaires to be given out at reception, maybe more. AC mentioned that it may be beneficial to advise patients of the survey by using the television in the reception and also advertising on the patient access or even text messaging.

CW to collate the results and bring back to the next meeting for discussion and action plan to be drawn up.

**6. Practice Update**

Sumaiya who works on reception is due to commence maternity leave and Fatima who is currently on maternity leave is due to return to work at the beginning of August.

All members of the group were informed that Dr S K Nagpal had unfortunately suffered a heart attack at the end of April and was currently on sickness leave. He is resting and recovering well at home. All members of the group wished Dr Nagpal a speedy recovery and hopefully they will see him back in the surgery very soon.

Whilst Dr Nagpal is on sick leave our locum GP Dr Anu (female) is currently undertaking extra GP sessions and we also have another regular locum Dr Bhojani (male) who is covering Dr Nagpal’s sessions.

**7. Patient Concerns**

No patient concerns were addressed in the meeting. MR did mention however that the Patient Online Access is really helpful in being able to book appointments and order medication.

**11. Any other business**

No other business was discussed

**12. Date and time of next meeting**

To be confirmed