

**Minutes of the Mickleover Medical Centre – Patient Participation
Group (PPG) meeting Thursday 25th May 2017 at 6.00pm**

Minutes:

1. Apologies for absence:
 - a. Liz James
 - b. Sarah Cox
 - c. Tove Lindgren
 - d. Tony Williams
 - e. Tshanda Domani
2. Minutes of the PPG meeting held 6th April 2017 were approved.
3. Matters Arising –
 - a. PPG membership - John Trevail had made contact with three potential new members to the PPG. One had sent their apologies for the meeting: the other two it wasn't known if they would in fact attend in the future.
 - b. There were no other matters arising.
4. Roxzanna Hughes joined the meeting briefly to explain how the TV screen in the waiting room could be used to promote the PPG. The result was that Roxzanna could convert any formatted information for use on the screen. The PPG agreed to consider what they would like to see go onto the TV screen. Roxzannas Email address is Roxzanna.Hughes@nhs.net. John Trevail thanked Roxzanna for her time.
5. Apostolos Fakis gave a very interesting presentation on Clinical Trials in his position as Head of Medical Statistics and Data Management at the Royal City Hospital. John Trevail thanked Apostolos on behalf of the PPG for his time. It was agreed with Apostolos that John Trevail would offer the same presentation

to the other Medical Practices in our group if they were interested. **Action: John Trevail**

6. VPPG – it was agreed to defer this item to the next meeting as Tony Williams was unable to attend.

7. Constitution – The constitution was discussed and agreed.

8. Practice update –

- a. Another Triage Nurse making 4 and a Practice Nurse are due to start next week.
- b. Reception staff will start conducting non-medical triage after receiving the necessary training and approval given by the practice partners.
- c. The telephone system had been updated to provide options in order to direct patients to the right resource.
- d. GP appointments will be given to patients with more serious complaints and minor illnesses will be dealt with by the nurses.

9. AOB

- a. Phil Coultas commented that he didn't think the Pharmacy First initiative was working
- b. The Chairman noted that the time and date of the meeting had prevented Practice representation, which is normally very good, since it immediately preceded a bank holiday weekend and staff had already made commitments.
- c. Concern was expressed that it was taking up to 3 weeks to get a routine appointment.
- d. As John Trevail had stepped up to being the PPG Chair there was now a Vice Chair position open.
- e. Some examples of a PPG logo produced by Tony Williams were circulated with the intention that one would be adopted at the next meeting.

- f. The PPG had been asked by the Practice if it was possible to start the PPG meetings at 4.30pm as a continuation of the Practices working day. Consideration is to be given to starting meetings at 4.30pm and 6.00pm alternatively.

10. Date of next : John Trevail to circulate some possible dates.

Action: John Trevail.

Robert Towle

2nd June 2017