

Minutes of the Patient Participation Meeting Held on 20.02.2024

Present:

Mr Martin Layton	Patient representative (Chair) (ML)
Mrs Rosemary James	Patient representative (RJ)
Mrs Marilyn Maguire	Patient representative (MM)
Louise Fowler	Manager (LAF)
Angela Thompson	Manager (AJT)
Tracey Walker	Operations Manager (TW)
Ridhima Pareek	Operations Manager (RP)

1.0 Apologies for Absence

Mrs Veronica Afrin	Patient representative (VA)
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2.0 Minutes of the previous meeting

Minutes of the previous meeting held on 23.01.2024 were agreed as true and accurate of events.

3.0 Matters Arising

Amend Registration Pack

PPG members were shown the document that is now added in the registration pack to promote the PPG membership.

Quarterly Complaints Review

This will be arranged for the meeting scheduled in March.

Compliments-Complaints Box

The new compliments-complaints-suggestions box was shared with the PPG.

Patient Participation Group Notice Board

Following the building decoration the notice boards will be restored. The PPG collectively decided that the notice board next to the BP pod machine will be ideal to be utilised as the PPG notice board – past minutes, future agendas, fundraising, new member information etc.

Patient Raffle

Teddy and Easter purchased for name the teddy – free to enter promoting patient group and hopefully attract some new members.

4.0 Workforce Changes

- LAF explained the role and remit of the Physician Associate the practice has 3 PA's.
- Two new trainee doctors have joined this month – Dr Laeeqa Maher ST3 & Dr Zubair Mahmoud ST2

5.0 Did Not Attend Policy

The PPG reviewed the Did Not Attend policy and discussed the number of clinical time that was wasted you to not attended booked appointments. The methods available to cancel appointments were considered. The policy was endorsed by the PPG and agreed that the policy would be readvertised.

6.0 Future Agenda Items

- PPG members to walk around and view notice boards as a patient and provide feed back
- Quarterly Complaints Review
- Open Day in Summer – Learning Disability Event
- Zero Tolerance Policy to be considered at next meeting – staff safety and security discussed, fob/controlled access to staff areas

7.0 Any other Business

- PPG members were asked for their opinion on the new glass partition on the front desk. Members liked the new glass partitioning.
- Website Overview: PPG members were given a tour of the new/redesigned website. Members liked the new website and said that it was easy to use and more patient friendly.
They were also shown the PPG tab which includes some information about the group and allows new members to join the group. It was suggested that the minutes of the PPG meeting should be included in there as well.

8.0 Date and time of future meeting

- Tuesday, 26.03.2024.

Action Table

FOB access for top floor	
Minutes of the meetings to be included on the website	
Update notice boards	
Include policies endorsed by group on website	