

MINUTES OF PATIENT PARTICIPATION GROUP MEETING ON TUESDAY 25.11.2014

Meeting held at Scott Park Surgery on Tuesday 25 November 2014 between 13:30 and 15:00 hrs.

1. Attendees:

Chair: Nicola Brailey (NB), J Ashong-Lampety (JAL), Dr H W Ng (HWN), Practice Manager: Nancy Ng (NN), John Savage (JS), Pamela Savage (PS), Secretary: Terry Sharp (TS).

(NB) Opened the meeting at 1.30pm and thanked all the members for attending.

2. Apologies: Marisa Bradley.

3. Review of minutes of last meeting (12.8.2014).

(NB) asked if anyone had any matters arising from the last meetings minutes.

No matters arising.

4. Minute's approval:

The minutes of 12 August 2014 were agreed as being a true record of that meeting.

5. Correspondence.

No correspondence had been received other than (JAL) said she had received, at home, copies of two survey's by post (from Southend CCG?)

6. PPG Forum meeting.

John Savage (JS), Pamela Savage (PS), reported back to the group on what had occurred at the October PPGF meeting.

Both (JS) and (PS) said that they were sorry but due to their health situation they felt that they would not be able to attend any future meetings of the PPGF. They hoped somebody else would be willing to attend the meetings.

(NB) said she would attend, when possible, future PPGF meetings.

7. CQC Visit.

A visit by the CQC was to take place at the surgery on 27 November, 2 days hence. (NN) handed out a CQC paper regarding what the visit would cover.

(HWN) explained:

- i. The reason for the visit.
- ii. The aim of the visit.
- iii. The areas that would be assessed.
- iv. The procedures that would occur.

As well as staff being involved Patients attending the surgery would be asked for their opinion of the surgery management etc.

(HWN) said this was the first visit of the CQC and he was keeping an open mind to their visit and the subsequent result.

8. Improvement of Patient Service for 2014/15.

The following were up and running:

- a. On-line booking for flu vaccination appointments (on line flu clinics).
- b. Patient access to viewing GP medical records.
- c. Appointment Reminder service via text: (NN) said that she had obtained a better understanding of what was required to provide this service. An initial check of the Patients thoughts regarding this service was carried out in the form of a patient survey in November. The survey report will be completed in due course. Patients would have to opt in for the appointment reminder service via text.

The practice aims to have the Appointment Reminder service available at the beginning of 2015.

9. Reduced wastage in NHS.

Deferred to next meeting.

10. A.O.B.

Nil.

11. D.O.N.M.

To be advised.

With no further business the meeting closed at 15:00 hrs.

Scott Park Surgery