

**CHARNWOOD SURGERY  
PATIENT PARTICIPATION GROUP (PPG)**

15 August 2018

**MINUTES**

Attendees: Sue Wiltshire (SW), Roger Mayes (RM), Manohar Sharma (MS),  
Robin Davis (RD), Ajey Sharma (AS)  
Dr. Patel, Kerry Ryan (Practice Manager)

	ITEM	ACTION
1.	<b>Apologies</b> – none.	
2	<p><b>Minutes of previous meeting – accuracy</b> All agreed with the contents of the minutes.</p> <p>Sue pointed out that the minutes for May showed an incorrect time for the August meeting. Copies of the Minutes are available on the PPG Board and had not been amended to show correct time for the August meeting. Kerry agreed to be aware of this amendment for future Minutes.</p>	
3.	<p><b>Matters Arising: -</b></p> <ul style="list-style-type: none"> <li>• <b>Loughborough Echo</b> – Kerry read out the draft article to be submitted to the Echo. Kerry will add a summary of the National GP Patient Survey results to the article. No further amendments were requested.</li> <li>• <b>Website Update</b> – Kerry confirmed that changes have been made to the website. RM suggested that the news article about Dr. Darji joining the surgery should also be removed as it can be misleading. Kerry agreed. RM also asked if it was possible to change the website address. Kerry will look into this</li> <li>• <b>Bluetooth speaker &amp; music</b> – This has not yet been resolved. An update will be given at the November meeting.</li> <li>• <b>Door closer</b> – RM has provided Dr. Majid with options for the type of door closer to get. RM has offered to fit the door closer. Kerry will contact the landlord to discuss.</li> <li>• <b>Notice boards</b> – RM will review the PPG board to provide updates to the patients. Kerry stated that a review of the notice boards has taken place but is ongoing work and will discuss with the Receptionists.</li> </ul>	<p style="text-align: center;">Kerry</p> <p style="text-align: center;">Kerry</p> <p style="text-align: center;">Kerry</p> <p style="text-align: center;">Dr. Majid</p> <p style="text-align: center;">Kerry</p> <p style="text-align: center;">Kerry</p>
4.	<p><b>Practice Update:</b> The National Patient GP Survey took place Jan-March 2018 and the results has now been published. The was a response rate of 36% and all responses have been weighted to enable a like-for-like comparison. RM agreed to put details of the results on the PPG board. An overview of the results will be included in the article for the Loughborough Echo.</p> <p><b>Cigarettes</b> – SW brought this issue to the meeting as it was noticed that there have been several cigarette butts near to the entrance ramp which made the surgery look very untidy. Options were discussed and agreed that the first action would be to contact the landlord to request putting up a 'No Smoking' sign on the front of the building, Kerry agreed to take this action.</p> <p><b>Continuity of GPs</b> - SW commented that several people in the village have raised the issue of lack of continuity of GPs that there seems to be a different GP each day. Dr. Patel explained that her start date for clinics had to be amended and to cover this a locum GP was put in place. Dr. Patel assured all PPG members that from September the continuity of the three regular GPs; being Dr. Majid, Dr. Patel, and Dr. Chaudry, will be in place. It was agreed that a notice will be put on reception and the website to inform</p>	<p style="text-align: center;">RM</p> <p style="text-align: center;">Kerry</p> <p style="text-align: center;">Kerry</p>

	ITEM	ACTION
	patients that if they wish to see a specific GP then they should ask for that GP when making an appointment.	
5.	<p><b>Standing items</b></p> <p><b>(a) Complaints, compliments, suggestions</b> – Kerry informed the meeting that we have had three compliments all praising the efficiency and response time by staff at the Surgery. All members congratulated the Surgery.</p> <p><b>(b) Friends &amp; Family – themes</b> – For July the comments made were to praise the efficiency of staff.</p> <p><b>(c) Federation Update</b> – No new services commissioned. Dr. Majid is now the CCG Locality Lead for South Charnwood and will be attending regular CCG meetings to develop services and contribute to improving the services across West Leicestershire and South Charnwood.</p>	
6.	<p><b>Any other business</b></p> <ul style="list-style-type: none"> <li>• Kerry explained that we are currently experiencing problems with our phone system. We are in the process of obtaining quotations to replace the current system by the next PPG meeting in November.</li> <li>• Kerry discussed a recent email sent to members about a PPG webinar. Kerry offered to hold a meeting on one of the dates given so that we all access the webinar together at the surgery.</li> <li>• RM asked if all surgery clocks could set at the correct time. Kerry agreed to action.</li> <li>• RD asked for an update of Section 106 monies. Kerry highlighted that there is no new monies available to the Surgery.</li> <li>• SW pointed out that the surgery signage is still showing the name of Dr. Hirani and misleading residents of the village. Dr. Patel and Kerry agreed to look into new signage and discuss with the landlord.</li> <li>• SW pointed out that hospital letters are still referring to the surgery as Dr.R.K.Hirani Charnwood Surgery. Kerry gave an update to say that this is a piece of work that she has been working on for a while to resolve so that future correspondence will only have the Surgery name. Kerry is waiting for one further piece of information of to enable the changes to be submitted to NHS Digital for amendment.</li> <li>• MS gave a scenario of a patient attending with spouse with a double appointment for both patients. He asked if GPs could each of the patients at the time of their appointment if they wish their spouse to step out of the room whilst the consultation takes place. Dr. Patel agreed that staff and clinicians will be made aware of the new surgery policy, give the patient the choice if they wish their spouse to remain in the room or to step out of the room during the consultation.</li> </ul>	<p>Kerry</p> <p>Dr. Patel/Kerry</p> <p>Kerry</p> <p>Dr. Patel/Kerry</p>
	<b>NEXT MEETING IS 21 November 1.30-2.30 at Mountsorrel.</b>	