

MINUTES OF PARCHMORE PATIENT PARTICIPATION GROUP MEETING 24th FEBRUARY 2016

1.0 Apologies

Apologies received, Beryl Wood

2.0 Present

Chairman Tom Baterip, Vice-Chairman, Sheila Jeffs, Mohan S Dhamrait (Notes), Mukesh Patel, Karen Nash and Raj Rajendran

3.0 Minutes of meeting

The minutes of the 27th January 2016 meeting were approved after Mohan apologised for misspelling Surnames of Mukesh and Raj to the members present list, then minutes were signed by the Chairman.

4.0 Matters Arising

Some patients had difficulty in receiving sufficient medicine with long-term conditions in particular patients with Type I diabetes. Karen took full details of the problem and will investigate this problem urgently to ensure that it does not happen again.

Action: Karen to discuss this issue with the patient directly after investigating.

5.0 Receive a written report from the PMC management on Practice and GP news

Karen stated that no new members joined the Parchmore Group since last Month. There are still 3 receptionist vacancies.

Awaiting support for telephone audits to be reinstated on the PC – responsibility Karen & Jan; likely to start audits in March 2016.

Action: Ongoing

Patient's complaint received by PMC: None reported

One Member reported that his repeat prescription started on 10 February the doctor refused to give the Prescription for more than two months. The member explained that he is going abroad from 11th March to 18th April 16. The Doctor advised the member to apply in March. It was generally agreed at the meeting that the Doctor should have prescribed for medicine period to cover the visit.

The Members stated that they are disappointed that the televisions are still not working in the waiting room.

In future Karen will inform the PPG Members of CCG quarterly meeting dates, time & location so that the PPG members can attend the meetings and will also inform the committee of any other meetings beneficial to both PPG and PMC.

Action Karen- Ongoing.

6.0 Review of Work Plan 2014 – 2016

The up-dated work plan 2014 -16 was discussed; and approved, all the data required to up-complete PMC website including the PPG Section is currently has been checked before going on the website.

Action: Luke

PPG cannot use NHS email, the PPG Committee members need to use following Gmail address: ppgparchmore@gmail.com and password is: parchmore97. The PMC will use this email address on the website / Practice Booklet up-dates in future.

The Committee agreed that it is very important to encourage the Patients to join the work of the PPG to fulfil this objective the members agreed to to talk to the Patients on following dates:
Monday 7th March - Mukesh and Tom from 9 - 11am / Tuesday 8th March - Raj, Beryl and Pravin and Thursday 10th March - Mukesh and Pravin Also Pravin and Mukesh agreed to keep the Chair fully informed of the agreed time table. They will also inform the patients of current developments within PMC for example online booking and patient's records.

Karen stated at the last meeting that two patients showed the interest to join the PPG committee, it was agreed that Karen will pass the information to the chairman after checking with the patients if they are still interested to join PPG, Once the Chairman has received the details he would invite the patients to next meeting of the PPG.

Action Ongoing Karen and Chairman.

It is the responsibility of each PPG member whenever they are in surgery to encourage patients in waiting room to firstly explain the benefits of the PPG and importance of been active member.

Action Ongoing PPG Members

7.0 Any other business

None

8.0 Date of next meeting

30 March 2016 at Beulah Wing with partners present 1900 to 2000 hrs

Tom Batorop
Hon Chmn.
30 March 2016.