

## PPG Meeting Minutes

Date: 26<sup>th</sup> May 2015

Present: Liz Meldon-Smith (Chair), Mark Daymond (note taker), John Woodbridge, Sue Morgan, Tricia Atkins

Surgery Representatives: Nikki Deakin, Karen Rowe

### 1. APOLOGIES:

Jim McDonald, Hilary Hopkins, Ruth Luckie

### 2. PREVIOUS MINUTES:

Agreed subject to the words "to be" being erased from the title.

### 3. MATTERS ARISING:

(i) After some preliminary sessions, Dr Daza officially starts on 6<sup>th</sup> July 2015. Dr Hotton's return date is still unknown.

(ii) The PPG committee now consists of all those mentioned above as present or who has reported their apologies.

### 4. ADMIN. VOLUNTARY POST:

One reply has been received from a person who could start on 1<sup>st</sup> August 2015.

**ACTION:** The Chair will contact this person to discuss the position (Admin Asst/Secretary) and decide how to proceed. **(LMS)**

### 5. FEEDBACK FROM MEMBERS:

(i) Tricia reported on the experience of a patient who arrived 6 minutes late for their appointment to be told that an alternative appointment would be necessary. This seems unreasonable.

**ACTION:** Nikki will investigate **(ND)**

(ii) After a question from John, it was confirmed that Dr Tiley was the current GP with special interest in the PPG's work. Dr Daza will take on this role with effect 6<sup>th</sup> July 2015.

**ACTION:** Nikki will ensure that Dr Daza is invited to attend the PPG's next meeting. **(ND)**

### 6. TERMS OF REFERENCE:

Agreed as circulated with the agenda

### 7. STARTER PACK:

Karen had kindly assembled 'Starter Packs' which were distributed to those present.

**ACTION:** Karen will revise the PPG Register to distinguish between those members who are on the PPG Committee (and their role) and those who are simply PPG Members (with the right to attend and vote at future AGMs). To be circulated at the next meeting. **(KR)**

### 8. "DID NOT ATTEND" PATIENTS:

The disruptive effect of patients who habitually fail to keep appointments or notify the surgery had been discussed by the practice. Our GPs would welcome a letter from the PPG to be sent to those offenders identified by the surgery.

**ACTION:** Liz & Mark to draft a suitable letter for circulation to the Committee for comment. Once the letter is agreed by the Committee and practice, it may then be used. **(LMS & MD)**

### 9. CQC REPORT:

The Care Quality Commission inspected the surgery on 3<sup>rd</sup> February 2015 and issued a 28 page report on 23<sup>rd</sup> April 2015. Nikki handed a copy to Mark for circulation. For each of the 5 categories covered plus the Overall rating, the surgery received a 'Good' rating.

The only area for improvement is the monitoring of room temperature where medicines are stored. Nikki assured us that this was in hand. The next inspection will be in 2-4 years' time. The full report can be accessed on ([www.mevagisseysurgery.co.uk/CQC](http://www.mevagisseysurgery.co.uk/CQC))

**ACTION:** On behalf of the PPG, the Chair asked Nikki to pass on our congratulations to GPs and staff on such a fine result. **(ND)**

10. ANY OTHER BUSINESS:

(i) Sue asked if an opportunity could be found for the PPG Committee to meet informally with GPs and surgery staff.

**ACTION:** Nikki will raise this suggestion with the GPs and if considered a good idea, arrange a suitable event, perhaps an 'Open Evening'. **(ND)**

(ii) Tricia asked that a way to be found for patients to contribute to Dr Tiley's leaving present if they wished to do so.

**ACTION:** Nikki will compose a suitable letter for Mevagissey and Gorran Haven surgeries to inform patients how to contribute. **(ND)**

(iii) Mark asked if a professional survey of patient's views of surgery services was planned as carry out 2 years ago. Nikki said that nothing was planned but she particularly would like feedback from discharged patients.

**ACTION:** Nikki will devise a questionnaire in time for discussion with the PPG at its next meeting. **(ND)**

There being no more business, the Chair thanked everyone for attending and contribute before closing the meeting at 3:20pm.

11. NEXT MEETING: **Tuesday 29<sup>th</sup> September 2015 at 2pm at Mevagissey Surgery**