**Minutes of the Downing Drive Surgery PPG**

**Committee meeting held on Monday, March 20th 2023 at 6.00pm.**

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| **No.** | **AGENDA ITEM** | **ACTION POINT** |
| *1* | ***PRESENT:****– Kam Mistry (KM -Chair), Jeanette Robertson (JR – Vice Chair), Chris Mitchell (CM), Caroline Graham (CG – Practice Manager), Janet Hall(JH), Dr Ahmad (NA)* |  |
| *2* | ***Apologies:*** *Kanti Solanki (KS – Secretary), Gordon Squires (Observer)* |  |
|  | ***Minute Taker*** *- KM asked the committee for a volunteer to write the minutes as Kanti had sent apologies. Janet Hall offered to take the minutes for this meeting.* |  |
| *3* | ***Conflict of Interest –*** *None declared* |  |
| *4* | ***Approve and Sign minutes from last minute – 30th January 2023***  *Minutes of last meeting approved.*  *The committee unanimously agreed the approval of the amended minutes.* |  |
| *5* | ***Matters arising from the last minutes***  ***NHS Survey results -***  *CG to chase up as no results to date, action point to be discharged.* |  |
| *6* | ***Newsletter***  *There are quite a lot left over. Receptionist could hand out to all attending patients . It was noted that they are well distributed in the waiting room within the Surgery.*  *Plan to produce 2 per year, Winter & Summer. Members asked to bring*  *subjects for contributions to the next meeting.*  *It was agreed the newsletter to be produced twice a year would be sufficient. A Summer edition and a Winter Edition. Committee need to start thinking about contents for next edition.*  *JR – suggested an article on the “yellow cards” regards patients medications which shows adverse drugs and reactions with side effects.*  *JR – Mentioned an article she had read about the new GP contract with a wholesale changes and whether CG and NA had seen or heard anything? They have not but will try finding out about any changes for the next meeting.* | ***CG to bring information on the new GP Contracts*** |
| *7* | ***Doctors / Surgery PCN – Updates***  ***CCTV Footage***  *KM asked as there was now CCTV coverage both inside and outside of the surgery, If there was an incident in the car park with patients vehicle. Will the surgery provide the video evidence? It is not available at present. CG to check the policy on sharing of CCTV footage*  ***TV In waiting room***  *CM – Suggested as the monitors were not in use could they be used to signpost message informative for patients while they wait for their appointments. CM handed out a few suggestion of what could be displayed including using it to recruit PPG members. Everyone felt this was a good idea. There is some question about whether the monitors still works and whether we need a new ones will be required. CG to progress this for next meeting.*  ***Website***  *KM asked how difficult it would be to update Surgery Website?*  *Home page on website – CG has to contact LHIS to update the home page currently as they provide the full hosting services.*  *CG informed that a new and improved one is imminent will be outsourced to Leicester Hospital IT, further updates to be available at next meeting. KM asked if he could see the suggested new formats from Leicester I.T.*    ***Patient Text Alerts*** *- Wording, Spell Check*  *KM asked about recent patient text alerts which were personally addressed and the contents needed be checked and verified before sending? The software used is ACCUREX which allows for bulk messages to be broadcasted as personalised messages with patients name. This was the cause for concern when the ‘zero tolerance’ text was sent. It was this CG reported the cause has now been identified and apologies sent to patients who contacted reception.*    ***GP Contract updates***  *East Leicestershire Medical Practices Local hubs are open from 1- 6.30 pm.*  *Consultations are for children or people with breathing problems, for a 7 week trial including weekends. Our patients are not using the service. Reports show the service is being used well in the week but not at weekends. The service ends on March 31st and it is uncertain whether it will be repeated next year.*  *CG updated - New Nurse (Mary) has been recruited but does not come from a GP background so will be undergoing supervised training within the surgery to become specialised.*  *CG updated - New Registrar (Amy) doctor has been appointed to do GP training. We are waiting to hear about the future of the current 2 Registrars.*  *JR advised she became aware there were GP’s working in LRI for public access. NA advised there has always been GPs working at hospitals to share workloads.* | ***CG to check the policy on sharing of CCTV footage***  ***CG – to update on Monitors in reception.*** |
| *8* | ***Coffee Morning - relaunch***  *KM circulated draft posters to committee in advance of the meeting and all agreed to use poster 1 which displayed coffee beans and coffee cup to promote coffee morning. Slips will need to be created to hand to patients as them to attend.*  *It was agreed to charge 50p for coffee and to hold it weekly at the Church of God next door to the surgery and plan to start on Monday May 15th*  *KM advised in order for this coffee morning to be successful we would need adequate volunteers from the committee to staff. CG suggested contacting Bally, our social Prescriber who is running a coffee morning at Thurnby with a view if she would help support our coffee mornings as well.*  *KM informed the committee he still needed to check with Church of God if they will once again allow the use of their premises as well.* | ***KM – create poster and slips to hand to patients.***  ***KM – contact Church of God*** |
| *9* | ***Finances***  *Figures remain unchanged. -* ***£1773.91 Banked and £60.22 cash*** *with KM.*  *It was suggested we could restart the sale of books in the waiting room. We would need to request donations of books.*  ***Role of Treasurer***  *JR – advised she has managed to get all the Banking paperwork from Geoff O’Donovan the last treasurer. She has tried to progress the signatory change form but has been requested to do this online by the Bank.*  *JR will be passing the banking paperwork to KM to progress the online signatory change and to check the paperwork handed over from Geoff.* |  |
| *10* | ***Next Meeting***  *Monday April 24th at 6 pm* |  |
| *11* | ***AOB (to be agreed in advance with Chair)*** |  |