

Hugglescote Surgery

PATIENT PARTICIPATION GROUP MEETING Minutes

Date: Wednesday 23rd November 2016

Time: 1pm

Venue: Meeting Room

Attendees:

Bob White, Joy White, Alan Dowell, Mick Bates

For the practice:

Keleigh Atkin

Apologies:

Julie Wileman, Peter Lacey, Rosie & Alan Ryder, Jacqueline Knight, Russell Johnson, Colin Mason, Sheila Forgham, Sue Gillespie

Item	Issue	Action	Owner
1.	Introductions – none required		
2.	Minutes of last meeting <ul style="list-style-type: none">• Calling system still under review, still need to change time and music – now given to Laura since her return from maternity leave yesterday• Flu clinic was much better this year and the practice was congratulated. Bob and Joy White were thanked for their help, again, at asking patients to complete questionnaires etc		KA
3.	Friends and Family Test – this month's results still not available. GP Survey results were discussed and noted as very good. Some of the areas identified are already picked up in the PPG Action Plan		
4.	WL CCG PPG Network <ul style="list-style-type: none">• BW had dates of meetings in 2017 – all meetings held at NSPCC, 3 Gilmore Close, Leicester LE4 1EZ and start with registration and lunch at 12.15pm with the meeting starting at 1pm. All PPG members welcome to attend<ul style="list-style-type: none">○ Wed 25/01/2017○ Thu 13/04/2017○ Thu 01/06/2017○ Thu 07/09/2017○ Wed 15/11/2017• KA talked about a presentation given at the last WLCCG PPG Network meeting regarding the Clinical Navigation Hub and a diagram of 'Handling Patients with Care' was distributed		

	<ul style="list-style-type: none"> • Gluten free and paracetamol prescribing now changed – information circulated • Memory +, a dementia service to be invited to a meeting • Carer's clinic still going strong • Befriending service to be invited to a meeting as they are seeking patients and volunteers 		
9.	<p>Patient Question Time</p> <ul style="list-style-type: none"> • KA confirmed that the CQC inspection date was not yet known 		
10.	Any other business		
11.	Date and time of next meeting: 01/02/2017 1pm		