

# PATIENT PARTICIPATION GROUP

## Minutes of Meeting No.9, Tuesday 1<sup>st</sup> October 2019

(Please Note: Meetings are held 4-monthly, on the first Tuesday of the month)

VENUE: Parkview Medical Centre, Long Eaton

TIME: 16:00 – 17:00 hrs

PRESENT: Michael Ato – Chair  
Elizabeth Bagworth – Secretary  
Cllr Kewal Athwal  
Kay Grewcock  
Marlene Morris  
Mr Ron Blount – new member

APOLOGIES: Patsy Bristow, Martin Bagguley, Jill Sims

ITEM	ISSUE/COMMENT	ACTION
1	The meeting commenced at 16:00 hrs	
2	The Committee was pleased to welcome Mr Blount as a new member. None of the Practice staff was available to attend the meeting.	
3	Matters arising from the Minutes. Mtg 8/Item 2 Correction to CQC meeting update in 2015. The Practice received a rating of 'Good'. CQC did retract a couple of issues raised. Nothing major, but they will need to visit again in May 2020 to ensure the action plan we sent them has been adhered to. DL can confirm that most issues have been sorted.	
4	RB raised a matter of concern regarding ongoing communication between hospital, practice and patient when procedures had taken place. He had received a letter following cancer diagnosis at the QMC but was not contacted for follow-up by the Practice as had been advised. There were other incidents of non-communication advised by other meeting members as patients, eg reception not ringing back with appointment dates when they had said they would. MM echoed the need for communication improvement, whether good or bad news information.	Practice staff
5	KA made the point that the Minutes need to be produced and sent out much sooner after the meeting has taken place.	EB
6	A discussion took place regarding the purchase of higher chairs. A Total of £300 was raised by two hampers donated by MA and a bank Account opened with the Loughborough Building Society to hold the MCA monies until a decision was made on the supplier for the chairs. We await an opportunity to discuss details with Dr Fogarty on whether the chairs should be made locally or bought in via authorised NHS channels. KA made the point that we don't build up too large an amount of funds as the logistics of interest or tax then become difficult.	Dr F

Continued ....

- 7 Ref Item 11 of Meeting No.8. Dementia afternoons. Suggestions were put forward to encourage recognition of eg famous faces, places and music when patients with carers could be got together.  
The result of the discussions was that we need to get together with a dementia specialist for guidance on best way to do this.
- 8 Another aspect of communication arose whereby, if the patient was not seeing the same doctor, the notes on a visit may not necessarily have been updated.
- 9 KA suggested that rather than 'bitting and bobbing' with too many fund-raising events, just one major one per year, perhaps on the Flu-jab day, may make people inclined to give more generously? The PPG fund-raising doesn't impact on what charities the Practice, via Reception, collect for.
- 10 The meeting concluded at 5.30pm.
- The next meeting will take place on 4 February 2020.  
Apologies for this meeting were given by KG and RB.

EL/MCA/  
EB