

**Chilwell Valley and Meadows Surgeries
Patient Participation Group Meeting
Minutes
Monday 2nd November 2015**

1. Attendees

Patients: Glen Swanwick (Chair), Mike Lewis (Vice Chair), Nick Shelley, Rosemary Bellamy

Practice Representatives: Dr Dick Churchill, Linda Allum

Apologies: Norma Carless, Ali Harvey, Dr Carolyn Lott.

2. Minutes of last meeting held on 7.9.15 were approved.

3. Matters arising from minutes – all covered later in meeting

4. Patient views on routine recording of telephone calls – As this has now become an option on our system after a recent upgrade, Dr Churchill asked the group for their views on recording of the surgery telephone calls, both incoming and outgoing. The pros and cons were discussed and the group had divided opinions, but the discussion will be referred to when the partners discuss this at their next meeting.

5. Report on CQC visit – The recent visit was discussed and feedback given from those interviewed. Nick and Mike were thanked for their input to the visit and the time given to talk to the inspectors.

6. Plan to review patient information – The group decided to try to do this with a mini project to try to get a representative group of people involved. Nick will put together some wording for advertising and will forward to Dr Churchill for display on the website, screen display and posters.

7. Increasing representation on the PPG – A discussion was held on how to increase the number of patients in the group and how to engage a more representative membership. It was agreed that Mike and Norma would attend Flu Saturday on 7th November to talk to prospective new members and hand out leaflets. Dr Churchill will have leaflets available on the day.

8. Tram Update – Linda reported that there was no new news on the tram to report. We are still awaiting a new fence to the end of the car park and landscaping.

9. Surgery Update – Linda told the group that Dr Tim Heywood would be joining the partnership from 1st January and would be working at The Valley Surgery for four/five sessions a week. He currently works one day a week at Chilwell Meadows. Mandy Howard has started at Chilwell Meadows as a nurse, Tina Rhodes as a receptionist and Chloe Barry is the new business administration apprentice.

10. Feedback from Nottingham West CCG PRG meeting – The meeting will be held later this week.

11. Report on Dementia Information Event – The event, which was on the same day as the CQC visit, was a great success and was attended by 15 patients, 2 CQC inspectors and 4 group members. Informal feedback from those attending was very positive. One group members provided cake and Mike supplied an urn for drinks. Both were thanked by the practice. The group is keen to put on another event, perhaps aimed at carers, and this will be discussed at the next meeting. Rosemary expressed interest in setting up a walking for health group for patients.

12. Any Other Business – None

13. Date of next meetings

4th January 2016
7th March 2016 AGM

Minutes LA 3.11.15