

EVINGTON MEDICAL CENTRE			
Attendees	Renuka Modi PPG member (RM), Manisha Odedra PPG member (MO), Dr Hina Trivedi GP (HT), Gaurang Naik (GN) PPG member, Harry Sohal (HS) PPG member, Mustaq Patel (MP) PPG member, Dr Ravi Joshi (RJ) PPG member, Jill Friedman (JF) PPG member, Rav Chahal (RC) PPG Member, Lucy Bardoe Practice Manager		
Apologies	Harsha Kotecha Chair of PPG Forum (HK), Satjinder Kaur (SK) PPG member, Shabnam Mulla (SM) PPG member,		
Date 10/4/2019			
ITEM	NOTES	ACTION	REVIEW
1 Welcome & Apologies	Introductions were made and PPG members not at last meeting were introduced to Lucy Bardoe the new Practice Manager		
2 Election of Chair	PPG members were asked to email Lucy prior to the meeting to nominate a chair, only one member had done this so PPG members were invited to either put forward themselves as chair or asked to nominate a chair - Manisha Odedra was nominated and Harry Sohal and Mustaq Patel joint vice chairs		
3 Terms of Reference	The attendees were refreshed with regard to the Terms of Reference and the contents noted. Further copies to be made available to those missing the same with the minutes of the meeting		
4 Minutes of Previous Meeting	The minutes of the last formal PPG meeting were briefly discussed and attendees agreed to proceed with the current proposed agenda for today's meeting		
5 Matters arising from Previous Minutes	These had already been discussed by the PPG members in an informal meeting held on the 12/2/2019. The agenda for today's meeting was agreed following the meeting and provided to all members prior to the meeting today		
6 PPG Concerns & Updates			
Phones	a. When is the phone system going to be changed	The lease for the current system ends 2019, there is a proposed new system in January 2020	Discuss the system upgrade nearer time of the change over
	b. What is procedure for making a telephone appointment, have we a set procedure we can follow or one the receptionist have been told to follow. There does not seem to be continuity with one receptionist to another	Attendees were informed by HT that additional lines have been added and all receptionists have been asked to answer the phone. This means that more patients can now get through to arrange appointments. Thursday afternoon Evington remains open when the rest of city practices close. There were 2640 GP appointments and 2200 Nurse appointments made in the last 4 week period	Breakdown to be received from LB as to the number of patients seen and appointments available
	c. For appointments on the same day, we have to start ringing at 8am and even though this has been done by several of us, we still have no joy in obtaining an appointment that day and have been told to call back tomorrow. If there are no appointments in the morning surely one can be booked for the afternoon	There is now a 4 week diary available	The patients to be made more aware of the online booking system
Repeat Prescriptions	a. What is the process for repeats – it should be the same whoever we speak to on reception – perhaps we need a guideline and would be helpful if details are shown on surgery notice board	patients can order using the practice website or leaving the repeat prescriptions in the repeats box at the surgery. Patients do still call the surgery also	
	b. The timescale in which repeats are dealt with should be re-considered we have differing times given by both staff and doctors	done within 48 hours	
Cover for Absences	a. Are there always 2 doctors available at any clinic both morning and afternoon	there are no GP's available on Wednesday afternoon at Evington, however there is an option as an emergency to go to Loughborough Road clinic instead	
	b. What procedure is in place should a doctor be absent/ill on the day or as an emergency	Patients are contacted by phone before their appointment not to attend as soon as the surgery is aware of any absences	
Change of Patient Details	a. Is there a form that can be submitted to the surgery or online that deals with change of address, telephone, email?	there are forms available on reception and this can also be changed on the practice website	
Induction of New Staff	a. Existing staff – is there continuous monitoring and further training given also	all staff have completed the 74 e-learning modules and practice induction processes. Lucy confirmed that continued training was given to all staff and updated in their one to one reviews. Many new more experienced staff have been hired and a few old ones have left the surgery	Clarity given to the patients as to the number of staff working at the surgery and their roles, perhaps to be advertised on the surgery notice board
Annual Medicine Reviews	a. Should this be done at the surgery? – who monitors this?	HT advised that all the patients reviews had been completed and were up to date. Monthly reviews would be continued for specific patients	
	b. Should it be done at the Pharmacy? – if agreed to be done here when can this process commence		
New Premises	a. how will the patients be told about the proposed move	patient consultation will be arranged but will be done following the next CQC visit and outcome	
Newsletter	a. PPG input to be given and displayed in reception and for patients to have copies	this is displayed on reception - it was agreed that the PPG could add to the letter in future	what is the number of publications a year, when is the next publication due
Sharps Bin	a. what is the process for patients to dispose of used injections	GN and one of the practices nurses to research this	District nurses were called and informed that Merlin Vaz Clinic takes the sharps, call prior to going there to inform them
7 Practice Update		CQC - 11th April 2019	
8 AOB		website was agreed to be promoted more to be used by patients to amend their details, arrange appointments and order repeats.	details to be agreed to be put on surgery notice board informing patients to do this
		Patients to be asked if text message can be left if the surgery has called them and not got through to them. The reason for this is calls from surgery are from no caller ID	system updated with patients who wants to be contacted by text

		3rd July 2019	
		questionnaire to be agreed in next informal meeting with the PPG members to be handed to patients attending the surgery for feed back	
9	Date of Next Meeting	03/07/2019	