

# *Newbold Verdon Medical Practice & Market Bosworth Surgery PPG*

## **Minutes of the Meeting held on 19.1.2017 At Newbold Medical Practice St George's Way 1 pm**

**Apologies:** Christine Geoghan and Rachel Cox

### **ELECTION OF OFFICERS:**

Terry stepped down as Chairman and will continue as a member. Becky thanked him for his support over the past two years. Ann advised she was interested in being Chair, Terry nominated her and Deb seconded her.

Becky nominated Sarah as Secretary and Mandy seconded this.

Sheila was happy to continue as Treasurer, Joyce nominated her and Grizelda seconded it.

**Attendees:** Ann Clay (Chair) Peter Dowell, Carmen Rahaman, Mandy Amin, Terry Spence , Wendy Deacon, Sheila Beech, Janet Story, Grizelda Hargreaves, Joyce Crooks, Sarah Peasgood (Receptionist), Debbie Alway (Receptionist), Rebecca Bowler (Practice Manager)

2. **Minutes of the last meeting:** agreed – Carmen to give Becky her email address and Deb will print minutes for Pete.
3. **Matters Arising:** Becky was introduced to the 2 new members, Pete and Carmen as she was not at the last meeting
4. **Treasurers Report:** Sheila handed out the balance sheet – attached  
As of today, there is £2983.34 in the account.
5. **Constitution – AGM:** Becky will bring a copy of the constitution to the next meeting together with confidentiality forms for completion for this coming year.
6. **Feedback following CQC visit –** PPG members have received a copy of the CQC report by email from Becky following their visit 2.11.2016.  
The report was published 10.1.2017 and is available to view on both the Practice and CQC website. Becky praised all the staff for their hard work. For the past 3-4 years Becky has been aware the Practice would have a visit at some point but you only receive two weeks' notice of their intended visit date. The Practice had already completed an awful lot of work in preparation of the visit but it was still a very stressful day for all. Becky did state she was disappointed they did not visit the Market Bosworth Surgery.

At the beginning of the final meeting of the day with the 3 CQC Inspectors, their opening line was “there are too many good points to talk about so we will start with the negative”.

There were two main areas the Inspectors raised concern over: one being the temperature of the fridge thermometer and secondly, a Doctor had morphine in an unlocked bag. The fridge temperature was rectified within 30 minutes and the morphine was destroyed the following morning.

Cath thanked the PPG members for giving up their time on the day of the inspection and for their support.

Ann advised she felt the report was very positive overall although not well written. Grizelda advises she read it and thought that we still had Gary as there has been no update following his departure from the Practice.

Grizelda asked where the CQC comment cards had originally arrived from. Becky advised two weeks prior to the visit, CQC send 50 cards to Practices along with a box for the completed cards to be posted into. Of the 50 comment cards, 33 were completed by patients in the waiting room. It is thought the CQC inspectors also spoke to patients on the day.

- 7 Feedback following CCG Practice Appraisal** Ann Clay attended the Appraisal alongside Dr Spaul, Becky and other members of staff. The Practice team advised this was a very different experience to that of the CQC visit. It was relaxed, they involved the team, they listened to comments and viewpoints and it was found to be enabling for everybody.

Ann and Becky discussed how to gauge the views of the patients and looked at the possibility of introducing a PPG patient survey with members of the PPG chatting to patients in the waiting room in an attempt to deal with any concerns that might be raised. Joyce advised the PPG used to do this on Flu days and most patients were always happy with the surgery. When patients did give negative feedback, Joyce found it an ideal time to ask what they would do to make it better etc.

It was thought Patients could be better educated on the medical services available to them dependent upon their ailment, i.e. pharmacist, urgent care centre, A&E, Advance Nurse Practitioner etc. Ann advised we should take this forward at our next meeting. Mandy suggested maybe PPG members could attend local mother and toddler groups etc to advise on what to do in certain circumstances which Becky advised ties in with the next point.

- 8. Future Engagement with Local Charities/Organisation** During the CQC visit Becky asked how Practices receive ‘Outstanding’ from the CQC inspection. The Inspector advised Practices need to go over and above the current General Medical Council contract.

Ann and Becky had previously discussed how we could link in with local organisations and they thought of the Food Bank in Newbold Verdon but Joyce advised there is no longer a Food Bank in Newbold.

It was suggested that perhaps we could set up a group for patients with similar illnesses/issues to come together but there is an issue surrounding confidentiality and people within the group may not want others in the community to know.

It was suggested that Cath may attend the local mother's group to talk about minor illnesses in children and when to see a Doctor or visit the local Pharmacist.

It was agreed this would be added to the 2017 PPG Action Plan.

Joyce confirmed Verdonbury will be held on July 8<sup>th</sup>, and asked if the PPG should have a stall?

Ann suggested members all come along to the next meeting with ideas but would also be happy to receive emails if members wished to forward their ideas on to her.

- 9. 2017 Day Trips/ Tea and cake afternoon** It was decided we would have a tea and cake afternoon close to Easter and we would try and get Michelle, a local lady, to come in and give a short talk/demonstration about chair exercises. Wendy will talk to Michelle and find out if she is happy to do this and if so when she is free so we can arrange the date. We will also have an Easter raffle this year and Deb will organise for 2 hampers to be displayed at either surgery.  
Becky suggested we ask Averil if she would like to be involved with the selling of the raffle tickets.
- 10. A.O.B** Peter advised he was approached by a young Mum who had acknowledged she found it very difficult to know when her name was called to see the Doctor whilst in the waiting room when supervising her young child on the play table. Becky advised, unfortunately, the TV cannot be placed in any other area within the waiting room at NV. Deb advised Peter to tell the patient to just let reception staff know who will try and keep a look out for her name although this is not always possible. Terry asked if we had received a report from Barlestone School following our contribution? Becky advised no we hadn't, Terry will chase this up.  
Becky advised that she had received a cheque from a patient for £200.  
The PPG networking meeting will be held on 25.1.2017 at 12.00 if anybody was interested in going? Deb and Sarah will attend.  
Joyce advised there was a Neighbourhood Development Plan Stakeholder meeting tonight at the library if anyone who lived in Newbold Verdon who was on the PPG wished to attend? Becky advised that she and Dr Davenport would like a separate meeting concerning this. Joyce will arrange.  
Janet advised the contract with Arriva Transport will end in November. Carmen advised she tried to use them for an appointment at the LGH but she didn't meet their criteria.

**11. Date & Time of next meeting the** next meeting is 16<sup>TH</sup> March 2017 at 1.00

The meeting closed at 2.30

Signed as a true record.....Date.....