

**Dr Phillips & Partners  
Patient Participation Group Meeting  
Shelton Primary Care Centre  
Thursday 20<sup>th</sup> November 2014**

<b>Present</b>	
<p>Alan Buckley, Practice Manager Mr Basharat Mir Mr John Moseley Mrs Carol Williams – ANEW Locality Representative</p>	
<p>Apologies for Absence Mrs Rubi Nagi</p>	
<b>Minutes</b>	<b>ACTIONS</b>
<b><u>Minutes of the previous meeting</u></b>	
<p>The minutes of the previous meeting were discussed and reviewed. There were no outstanding points.</p>	
<b><u>New GP</u></b>	
<p>The PM gave an update on the appointment of a new GP to replace Dr Phillips. He explain the difficulties that had been encountered in recruiting. The new GP will be Dr Nisha Nair and she will be employed as a salaried GP working three days a week. It is anticipated that she will commence work in early March 2015.</p>	
<b><u>Friends &amp; Family</u></b>	
<p>The PM reminded all that the friends and family test will be introduced from 1<sup>st</sup> December and he asked for PPG assistant in it's introduction. Mr Mir and Mr Mosely agreed to help by assisting patients to complete their proforma's for the first month of the introduction.</p>	
<b><u>CQC</u></b>	
<p>The PM gave an overview of the changes that CQC inspection teams will be implementing. He also provided a CQC information paper for PPGs to all members, who agreed that their personal details can be shared with the CQC if required.</p>	
	<p>Alan, John and Basharat</p>

**Patient Feedback Review**

The PM shared recent patient feedback with the members and discussions followed regarding encouraging increased feedback from patients.

**Practice Improvements**

Following on from previous discussion, it was decided by the members that the areas that should be targeted for improvement at the practice are:

- Patient Communication – More notice Board Flyers
- Traffic and parking problems
- A carer event
- Effective System1 migration – patient communication/information

**AOB**

The PM reminded all about the patient congress and the need to encourage patients to sign-up. Leaflets have been made available in the waiting room and the receptionist is promoting.

**Next Meeting**

It is proposed to hold the next meeting in late February/early March 2015. Members will be notified of proposed dates by email.

Alan