

Minutes of the meeting held on Wednesday 27 November 2019 at 10am at Milman Road Health Centre

Present : Christopher Mott (Chair) [CM] Dr Thava [DT]
 Monica Morris (Secretary) [MM] Paul Williams (Vice Chair) [PW]
 Marie Panter [MP] Jo Alexander-Jones [JJ]
 Salma Tognarelli (ST) Hannah Seward (HS)
 Helena Turner (HT)

Apologies : Anne-Marie Dykes, Ken Fisher & Mary Fisher

Welcome, Introductions & Apologies (Agenda item 1)

Christopher Mott opened the meeting by welcoming those present and said he hoped this would be a fruitful exchange of information. At the invitation of the Chairman and for the benefit of Doctor Thava those attending were invited to introduce themselves giving a little background of their relevant experience.

Outstanding actions review (Agenda item 3)

The main purpose of this meeting was to address the Actions Outstanding Log, which was introduced by PW. It was looked at in the order in which it appears on the attached sheet at Appendix A.

No. 18. Regarding the Car Park. Doctor Thava agreed that this is a reasonable issue and that plans had been drawn up some time ago, but, unfortunately all funding is ring fenced and there was no longer funds available as these had been reallocated to another Surgery in greater need. Offers of Volunteer help were reluctantly rejected due to Insurance regulations and health and Safety. However, plans are drawn up and bids are ready when funding is available. PW offered to help with procurement if this was acceptable. **Action remains open.**

No. 20. Staff Photo Board. This is still being discussed with the Clinicians and Staff, at the moment, due to a feeling of vulnerability, there is a reluctance to have photographs. This is because the Practice has the largest Child at risk/Protection Orders in the south Reading. Often there are threats from family members against staff, also often GPs' and other staff work solo after hours so there is a safety issue. It is hoped, however that a list of names and areas of responsibility would be put up in Reception. **Action remains open.**

No. 24. Disabled Parking. See No. 18. The current disabled parking slot does not conform to set standards. The proposed disabled slot would require the required hatching markings. **Action remains open.**

No. 26. It was agreed that this action on additional PPG Notice Board is now **closed.**

No. 29. A donated wheel chair is now available and is in use. **Action Closed.**

No. 36. External lighting times. BST times have been agreed and significant savings achieved. Lighting times for GMT have not been communicated and these will reflect the need for adequate illumination for those working late. **Action remains open.**

No. 40. SMS & appointment numbers. **Action completed.**

No. 42. Switch off your engine. All signage is being redone, hopefully before Christmas, so this will include the notice about cars sitting with engines idling. **Action remains open**

No. 43. It is hoped that a **Business Plan** will be presented to the Group shortly. **Action remains open.**

No. 44. Doctor Thava shares our concern at the lack of full demographic representation within the group, he works closely with minority sections of the Practice and suggested that there might be a " Virtual " group to run alongside the actual Group, this to be explored further. **Action remains open.**

Milman Road Health Centre - Patient Participation Group

No. 45 Doctor Thava agreed that a regular news update on the “Alliance” would be appropriate and this should appear in a quarterly News Letter. He also agreed that a leaflet detailing how the Surgery works should be put together. **Action remains open.**

Nos. 48, FFT publicity 49 Raising the 48hr bar and 50 paper based system to get feedback from customers who had urgent appointments. There has been a surge in the FFT use over the last month, possibly due to the numbers attending for ‘flu’ jabs. Also this may be because the 48 hour bar has been lifted. We need to try to improve take up, but also be aware of the age and ethnicity and the access to technology. **Actions remains open.**

No. 51. Customer questionnaire. PPG volunteers had been identified and a suitably short questionnaire needs to be prepared, but at the moment we need to be aware of the amount of paper being pushed at patients! **Action remains open.**

No. 52 Lift outage log and will be available at meetings, there are procedures in place to accommodate patients who cannot manage the stairs. Also there are instructions in place for emergency evacuation of the building but not in all meeting rooms. **Action remains open.**

No. 53 Contact details. Action complete.

In conclusion, Dr Thava said that the practice will provide target dates for the completion of all actions.

Any Other Business (Agenda Item 4)

None.

Date of Next Meeting (Agenda Item 5)

The date of the next meeting will be Wednesday 11 December 2019 at 10am. This is to be chaired by Tom Lake. Dr Thava is hoping for a meaningful discussion on the way forward for the group and to draw a line under the past. The following meeting is planned 25 January 2020.

Was the PPG meeting a success using agreed criteria?

1. Quorum – achieved 10 pts.
2. Attendance demographics – achieved 10 pts.
3. Actions completed positively – 5 pts.
4. PPG proposal/presentations 5 points.

Therefore, 30 points from a possible 40 points. Meeting was a success.