**PPG meeting Minutes in April 2018**

**Present:** Dr. Dasgupta and Staff and 6 patients were present.

Meeting started at 1.30 pm.

Apology: Dr. Northrop could not be in as off sick with Flu.

Agenda:

1. CQC visit and feedback
2. Feedback from patients
3. Information

Green bean chutney recipe: <https://www.sbs.com.au/food/recipes/green-bean-chutney>

This is an acknowledgement of excellent produce of their allotment namely green beans that they brought to the surgery.

The meeting started by thanking the group of patients whose support had been crucial in the journey of the surgery in the last year.

1. The surgery had its CQC visit again on the month of September2017. The results have been GOOD in all the Domains that we were assessed in. PPG was represented and the inspectors spoke to two members of PPG. They found us Good with our Care for all patients and responsive to their need in appropriate way. Also they commented on the Good leadership that drove the practice forward.

The practice strives to provide excellent health care for our patients with our friendly caring admin staff. Foster has completed a new course and will be helping the doctors with their workload. Maria is commented for her patience and the inspectors witnessed her talking to difficult patients as very professional.

The whole CQC report can be seen on:

<http://www.cqc.org.uk/location/1-3604977148>

1. Feedback on how we can improve and what are we doing well.

The FFT report is always displayed on the waiting room wall. It shows that the feedback is consistently good about recommending our practice but there were a dip in the recent past, like last year.

The details of individual cases were discussed. We need to be vigilant about confronting individual issues as they arise.

* As patient list keeps on expanding it is making the waiting list longer than our normal time.
* Patients with emergency are always seen or given appointment to be seen on the day.
* To address the problem with patient’s frustration with waiting time for making an appointment is for both the doctors to see patients at the same time. This will mean another consultation room to be added to the existing premises
* The CCG needs to give us permission before any extension can occur. We have let them know and now waiting for their go ahead.
1. Information
* Surgery time**: 8 am till 6.30 pm every week days and 8am till 7.30pm on Fridays**
* The practice is now offering LARC and minor surgery in the premises as was indicated in the last meeting in August 2017.
* For a small sized practice we offer a range of services
* Medicine managements: Money needs to be saved in prescribing front and managing to buy some medicines over the counter will save on prescription costs. New protocol needs to address this change
* NHS that was created in 1948 has changed over 70 years in its requirement but the core values remain the same
* Women’s health clinic :1pm to 4pm on Wednesday: Dr. Northrop
* Minor surgery: Can be booked on regular clinic on Friday evening with Dr. Chatterjee

Meeting ended