

Derwent Medical Centre

Meeting 8th September 2016

Present:

Mrs SM, Rev. PM, Ms RA, Mrs MS & PM Waleed Shamki

1. Welcome

Waleed welcomed all PPG members, thanked them for attending the meeting

2. Last Meeting minutes

All members had no issue to raise, amend or comments regarding the minutes, hence no further action was needed

3. CQC Report & Website

The CQC report was emailed to all the PPG members an electronic copy, and PPG members expressed their delight with the outcome and the (Good) overall rating for Derwent Medical Centre (DMC).

Ms RA asked if the CQC put a recommendation plan to move the practice towards achieving Outstanding, and Waleed responded there is always room for improvements however it is down to the practice to achieve that in the future and we hope the practice will.

Waleed elaborated that it was a team effort, a lot of work was involved, and the entire action plan that DMC have committed to meet and implement for the CQC have been met. One of which is DMC is in the process of getting a new website that meet patients' needs and expectations. Patient will be able to access the website on their smart phones to book appointments online or access information

4. General Survey

The general survey was emailed before the meeting and hard copies were handed out at the meeting as well. Also Waleed apologised in case he hasn't explained the purpose behind editing the current survey well, and stated that it was an opportunity to modify and condense the previous survey, by removing and adding relevant questions to assist in shaping our process improvement, service delivery and quality of services to our patients

Rev. PM suggested asking patients if they are interested in joining our PPG in the survey and all members acknowledged his suggestion. Ms RA also asked if there is a national survey that the NHS uses now, and Waleed replied yes especially if there is a national campaign to promote or raise patients awareness, however local or tailored surveys tends to be used now by practices individually or on a clusters basis.

Action: Waleed to add the above suggestion as well as promoting online services including test results to the proposed survey (once PPG members email their feedback to the practice/Waleed)

5. Staff Updates & Flu Clinics

A brief updates regarding the recent recruitments and changes within the practice were presented by Waleed to the PPG members. That included new salaried GP (Dr RM joined our

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practice on the 6th July as the fifth Doctor and she does five sessions /week). Dr AP is the maternity locum covering 5 sessions /week replacing Dr LA who is on maternity now)

Also, on the Reception /admin side, NJ moved to pasture new after 8 years' service at DMC, and was replaced by a new receptionist starting from next Monday 12th September.

The flu season is fast approaching and Waleed talked about the practice protocol in terms of promoting and delivering flu clinics. We have advertised inside the surgery on the Jayex machine, displayed posters, and published on the practice leaflet and on our website too. Waleed mentioned the risk group including pregnant women, over 65 year olds and people with chronic illness have been targeted first by sending text messages which was confirmed by some members in the meeting.

6. AOB

- Mrs MS suggested that DMC could promote the PPG to patients who are well known to most staff by means of words of mouth. Waleed agreed as long as staff takes patient's health proprieties first and not to come across as if we are harassing patients, and the PPG members agreed
- Mrs SM suggested to switch back to an afternoon meeting to gauge attendance as only four members attended the meeting today and Mrs MS explained that she was under the impression either one patient per household could attend and Waleed said any number would be welcomed

7. Date of next meeting

Thursday 24th November16 @ 1.00 pm