

## Patient Participation Group Meeting (PPG) – SMA Medical Centre

**Date:** 23<sup>rd</sup> January 2019 18:00 -19:00

**Attendees: 7**

**SMA Staff Attendees:** Nick Christou (NC)- Practice Manager

**Apologies:** Sheila Connellan – (Hurley Group Senior Business Manager)

Item	Discussion	Action	Allocated to & Deadline	Completion date
Refreshments	Tea/coffee/cakes and sandwiches were made available to all who attended the meeting.	Tea/coffee/cakes and sandwiches to be made available at all PPG meetings.		23-01-2019
Minutes of the previous meeting	The meeting group agreed these as being accurate.	Today's notes to be uploaded onto the SMA website and the PPG notice board. Attendees of the PPG meetings will also receive the meeting notes by post.	AA-MP-NC 19-03-2019	
Rules of conduct	NC communicated the scope and remit of the PPG group and reiterated that these meetings are not for individual personal issues.	Rules of conduct to be communicated at all PPG meetings.		23-01-2019
You said we did	Reception Staff Customer Service training.	The Hurley Group are going to fund NVQ customer service training for all reception staff. Progress on training to be provided at the next PPG meeting.	NC 19-03-2019	
You said we did	Television screen in the patient reception waiting area up and running promoting relevant PPG and surgery information.	Update television presentation with information such as health smear testing, vaccination schemes, hygiene, seasonal themes, and any other patient suggestions.	NC-MP-AA 19/03/2019	

You said we did	E-consult.	Chair presented to the group a step by step guide on how to use this service which is also being communicated on the television screen in the surgery reception.		23-01-2019
You said we did	Surgery complaints process.	The documented process is readily available in the surgery and on the SMA website.		23-01-2019
Information Day relating to well-being prevention	<p>Chair confirmed that the event will be taking place on the <b>23<sup>rd</sup> February 2019 12:00-17:00 at the SMA medical centre</b>. The information day will cover the prioritised health topics agreed at our last PPG meeting which were Cardiac health, Stroke and Diabetes.</p> <p>Flu vaccination clinics will also be running on the day.</p> <p>The event will have representation from:</p> <ul style="list-style-type: none"> <li>○ British Stroke Association – who will also be providing blood Pressure machines so attendees can have their BP checked.</li> <li>○ British Diabetes Association - learn about foods you should be eating and foods you should be avoiding as a diabetic.</li> <li>○ British Heart Foundation will be sending promotional documentation.</li> <li>○ Our HCA will be on site to do BM testing for patients attending the event.</li> </ul>	<p>Install appreciation boxes to fundraise for the two foundations attending the event.</p> <p>Variety of Fruits to be made available.</p> <p>Katherine from the PPG group has volunteered to help with the refreshments.</p> <p>Provide at risk questionnaires for all three conditions.</p>	NC-MP-AA 23/02/2019	
The next Information Day relating to well-being prevention	Chair (MP) presented a list of health condition topics that were discussed at the meeting. The group then voted that the next information briefing session should be Mental Health including associated topics that may be related with this condition such as fitness and available support functions.	Organise a Mental Health information wellbeing day in three months.	NC-MP-AA 19-03-2019	

Contacting the PPG team	PPG suggestion box in the surgery reception or the preferred method by e-mail: <a href="mailto:smappg@outlook.com">smappg@outlook.com</a>			23-01-2019
Patient comments from the PPG Suggestion Box	<ul style="list-style-type: none"> <li>○ Serve refreshments at PPG meetings.</li> </ul>	Implemented.		23-01-2019
	<ul style="list-style-type: none"> <li>○ Request that Doctors wash their hands before examining patients.</li> </ul>	NC is unable to investigate as the patient who wrote the comments did not provide the Doctors name however, he will communicate the feedback to the Doctors.		23-01-2019
	<ul style="list-style-type: none"> <li>○ Provide soap in examining rooms</li> </ul>	NC confirmed this already in place.		23-01-2019
	<ul style="list-style-type: none"> <li>○ "Dr Abbas was very helpful"</li> </ul>	NC to pass comments to Dr Abbas.		23-01-2019
SMA Website <a href="http://www.smamedicalcentre.com">http://www.smamedicalcentre.com</a>	NC will be uploading onto the SMA website the PPG meeting notes current and historic, Terms of Reference and any other relevant documentation available for patients to access.	Update SMA website with current and historic PPG meeting notes including relevant documentation.	NC 19-03-2019	
Procurement Process	NC explained that the process to appoint a successful bidder to manage the SMA practice has been delayed by three to four months. The NHS have agreed to fund a calling system for the surgery so that your name will be displayed when it is your turn to see a Doctor. The system will also allow you sign in on arrival for your appointment.	Progress update to be provided at the next PPG meeting.	NC 19-03-2019	
Other business	Cleanliness and hygiene were raised as an issue: <ul style="list-style-type: none"> <li>○ Entrance to the surgery required cleaning and gritting to prevent slips and falls in the event of freezing conditions.</li> <li>○ Toilet Hygiene.</li> <li>○ Sanitisers not being used.</li> <li>○ Hands not being washed correctly.</li> </ul>	NC to investigate these concerns and provide an update at the next PPG meeting.	NC 19-03-2019	
Date of next PPG meeting	19 <sup>th</sup> March 2019 at 6:00pm SMA medical centre	Meeting agenda to be communicated on the SMA website and by post to attendees.	MP-AA-NC 19-03-2019	