

## **Canon Street Medical Centre**

122 Canon Street, Leicester LE4 6NL

Dr B V Modi

BMSc (Hons), MBChB, MRCP, DCH, DRCOG, DFFP

### **Minutes from Patients' Participation Group Meeting held on Tuesday 10<sup>th</sup> September 2014**

**Attendance:** Dr B Modi, Mrs M Modi, Mrs Carr, Mrs Sachdev, Mrs Walker

**Apologies:** Mr Shah, Ms Shiels, Mrs Richards

1. Apologies were noted as above.
2. Actions taken from the July Minutes were discussed and these were:
  - Leaflet for low fat diet was requested by the group and this was presented
  - Cards for blood test results have been prepared for patients noting what time they should call the surgery for results. These will be given to patients at the blood test appointment.
3. The Autumn newsletter was looked at and there was suggestions made by the group.
  - The newsletter will be updated and available for patients on the website and also paper copies available from next week.
  - The Group suggested that the black box is removed, to include "speech bubbles", and the layout to be improved.
  - Newsletter contained mention of care plans and the group asked what this is about. BVM explained to the group how the practice provides care plans for "at risk" patients and how the plans are in place and the purpose of the care plan.
4. The group was informed that flu jabs will start from 1<sup>st</sup> October and the new targets are children aged 2, 3 and 4, adults "at risk" and over 65's.
5. Online feedback for patients. Patients can now give any suggestions/comments on the practice website. There is a link available for patients to give any feedback and this is mainly done for use by the younger generation. This online feedback link will be advertised and put up on the noticeboard and on the website. Any comments/suggestions/feedback will be looked at by MM once a week. This facility will also be a "tick box" criteria for CQC for approaching the younger generation.
6. From the June meeting regarding skirting boards and flooring that needs to be updated/repaired, the group have been informed that there is dampness. The insurance company has been approached and we are waiting a reply.

7. Patient questionnaire – the group have suggested a few improvements on this year’s questionnaire which will be updated and will be started from October 2014.
8. The group were updated on the current friends/family test. A small card will be given to patients by BVM for use with a smartphone. Patients can complete family/friends test questions on their smartphone but paper copies will also be made available for patients.
9. JW updated the group on the PPG community meeting she attended. She was not happy and very frustrated that the meeting ran late discussing budget issues. Michael Cook, Mental Health Consultant, has not yet contacted JW for her to attend mental health meetings, so this has not moved forward. JW has contacted his Secretary but as yet no one has got back to her.
10. AOB JW asked with regard to INR. She used to go to Manor Medical and now to Glenfield Hospital and JW wanted to know why these services are going back to the hospitals and not the community. JW asked if this practice is going to take on the INR service in the future. BVM informed the group that the software required for targeting high INR patients, is not available on our system yet. However, it is being looked at and once ready and if it is offered, the practice will take this up.

Date of next meeting:            Tuesday 11<sup>th</sup> November 2014 at 7pm

Signed

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Mrs J Walker (Chair)

Dated

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