

**Minutes from Patients' Participation Group Meeting**  
**held on Tuesday 10<sup>th</sup> May 2016**

**Attendance:** Dr B Modi (BVM), Mrs M Modi (MM),  
Mrs Walker (JW), Mrs Carr (IC), Mr Shah (PS)

1. Apologies: Mrs Richards and Mr B Sanghani
2. Minutes of February meeting were not approved by JW. MM advised that February Minutes will be amended and sent for approval. JW advised that she had made a few additions to the March Minutes and MM said this will be added and sent for approval.
3. JW advised she is unable to attend the Citywide forum meetings but she receives the Minutes and gets updates. JW also mentioned that CQC are going to form a forum for patients and they were asking her if the practice wanted to be part of this.
4. **Update on CQC** - MM discussed CQC report which was looked at and discussed in detail. The group was very happy with the report and appreciated that the practice has done well.
5. **Update on staff** – MM updated that one of the staff members has left the practice due to sickness so the practice will recruit another member.
6. **HUB update** – BVM updated with regard to HUB. Initially there was discussion that instead of 4 HUBs there will be 2 HUBs. However, NHS England has refused to take this advice and hence 4 HUBs will continue until June (after the referendum).
7. **Update on flooring** – As per CQC report, the skirting boards need to be covered in all the clinical rooms and this has been discussed with infection control team and BVM updated with regard to this.
8. AOB – JW enquired when the Newsletter will be ready and MM said this will be done in June. From now onwards there will be a standing Agenda item for each meeting regarding any feedback from patients in the suggestion box and online.
9. Date of next meeting: Tuesday 12<sup>th</sup> July 2016

Signed \_\_\_\_\_  
Mrs J Walker (Chair)

Dated \_\_\_\_\_