

Dr B V Modi
Canon Street Medical Centre
122 Canon Street, Leicester, LE4 6NL

Minutes from Patient Participation Group Meeting
held on Tuesday 10th September 2019

Present: Chair - Mrs Walker (JW), Dr B Modi (BVM), Mrs M Modi (MM), Mr M Fitzgerald, Miss B Soni, Mrs L Hubbard

1. Apologies were received from Ms D Shiels and Mr Shah;
2. Minutes of last meeting were discussed and approved by JW;
3. The Patient Satisfaction Survey questionnaire was discussed and questions were compared with the National Patient Satisfaction Survey and the Group went through 63 national questions. Our Patient Satisfaction Survey questionnaire will be sent to MF to design the final questionnaire.

We looked at the survey for 2018/19 and the results of 2018/19 were fairly good.

The main highlighted areas to improve where we scored little bit less were:

- Listening skills and that was discussed during the meeting and BVM has taken this on board;
 - The PPG Group are to carry out an internal satisfaction survey, the questionnaire was designed by the Group after long discussion as to what was needed and the appropriate questions were selected to be carried out;
 - The Group decided when MF has designed the questionnaire, that this will be sent to the PPG WhatsApp Group for members who were unable to attend to also provide their comments;
4. Update on Midwife services was presented to the Group, Dr Mojaria's patients are going to the Sure Start Centre but our services remained at the practice. The midwife (Fiona) has not made any more contact with the practice for further consultations with our patients.
 5. Over The Counter (OTC) medicines were discussed with the Group and the Group have suggested that they would like to understand in more detail with regard to OTC medicines. MM suggested that our new practice-based Pharmacist will hold a group session in the next few months to help patients understand and be more aware of OTC medicines.
 6. The Winter Newsletter has been approved by the PPG and this will be sent to MF for designing; the topics that need to be on the newsletter were:
 - More information about online access;

- What is primary care networking;
- To make patients aware of the NHS TV screen and to read this for further information that is available.

7. AOB

8. Date of next meeting: Tuesday 8th October 2019 at 7pm.

Approved by Mrs J Walker (Chair)

Dated _____