

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

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

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

1. Apologies were received from Ms D Shiels, Mr Shah and Miss B Soni
2. Unfortunately Minutes of Sept meeting were not presented to the Group due to staff holidays and CQC inspection but will be completed soon;
3. The Patient Satisfaction Survey questionnaire was finalised, the comments on the WhatsApp Group were taken on board and the amendments were done, ie minor spelling mistakes and any other errors were corrected by the Group, and it was finalised to go out for survey.
4. The Group discussed which population of the practice needs to be targeted and the outcome of the discussion was that teenagers were hard to reach to get their feedback and require their feedback which would be beneficial. To reach these teenagers for more involvement, the practice is going to put the Patient Satisfaction Survey questionnaire on the practice website and patients can fill in the questionnaire and return via our feedback email.
5. Three members of the Group have volunteered to assist with Patient Satisfaction Survey on Tuesdays and Fridays where they will help patients to complete the questionnaire; also this will be given out by the Group members to various patients on different days.
6. The Group also discussed that Pharmacists are now not able to order prescriptions and medicines on behalf of patients. The Group raised questions why this has happened and BVM explained to the Group that nationally there is half million wastage of medication and in order to avoid this, if patients ordered what medications they required themselves, as third parties are not always aware of the patients' requirements.

BVM explained that in Leicester by this Sept the Pharmacists will need to stop but the CCG has given our practice further time to do this slowly to avoid any errors and enough time for patients to be aware of this change and we will be doing this in a slow phase. There are exceptions for housebound and very elderly patients where the Pharmacist can still order for them.

7. Members of the Group volunteered to attend at the practice for CQC telephone inspection on 18th October. If the CQC wants to speak to any PPG members, then 2 members of the Group will be present on the day.
8. AOB
9. Date of next meeting: Tuesday 5th November 2019 at 7pm.

Approved by Mrs J Walker (Chair)

Dated _____