

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

Minutes from Patient Participation Group Meeting
held on Tuesday 13th March 2018

Present: Mrs Walker (JW), Mr Shah (PS), Mr Mark Fitzgerald (MF), Dr B Modi (BVM), Mrs M Modi (MM)

1. Apologies were received from Mrs Carr and Mrs Richards; also our condolences go to the loss of Mrs Gant who was a former member of the practice patients' forum group and condolences go to her family.
2. Minutes of January meeting were approved by JW.
3. JW was unable to attend the February City PPG but through the Minutes she received, was made aware that Richard Morris from the CCG was going to attend. JW emailed the Chair of the City PPG with questions to be asked on her behalf. The questions JW posed were as follows:-
 - (i) INR's - When this service ceased at the LRI patients were given a timed appointment to attend the 'tracking clinic'. Why, as the tracking clinic did not exist?
 - (ii) Lower back pain - Following on from a CCG questionnaire, JW posed the question, "now that spinal injections were no longer available, what happens to patients who have a diagnosed condition where a spinal injection has been the only remedy to intensive pain?"
 - (iii) District Nurses - JW suggested that this service needs better communication/scrutiny/administration, as time could be being wasted for both patients and the DN's. Not fair on patients waiting on a visit - no notification that DN is not coming. Patients ringing to say they have to cancel, DN not getting the message and turning up.

At the time of our PPG no response received.

4. The PPG were asked about the television and the value of that. The consensus of the Group was that this was of very little value as it did not really present anything outside in English language. If the practice had more control over it and the information they could pertain, then this would be more useful to the practice population.

After discussing the TV screen at the PPG, JW sent the following email in response to the CCG's question:-

Hi Harsha,

We have just had our PPG meeting; this is the first meeting since the questions regarding the screen was posed. I see that it is now closed but I am going to report our thoughts and impressions of this screen because we consider they are relevant and should be included.

Impression basically rubbish.

The screen ratio is bad. Not inclusive. The screen shown on the questionnaire, could not be heard. News showing across bottom of screen can detract from information being shown. No thought given to the local main languages e.g. English/Gujarati. CCG information should be same quality of sound etc.

Some of the items are helpful/informative - exercise for elders - tablet review - cervical smears, cleaning teeth, diabetic info.

Our thoughts for improvements, should be able to accommodate a memory stick to allow easy access for surgery to put up PowerPoints sharing relevant surgery information. Example, DNA's, interpreters availability, turn off telephone, access to surgery via computer, this would assist in reducing the number of notices to be read on notice boards. Information all in one place! Space to include most two prominent local languages.

Please forward to Melanie Shilton.

Regards

Julie Walker

Chair Canon Street PPG

5. MM then suggested that there have been three events over the central CCG area and these have been quite successful and we are still awaiting information as to the data that they received about the outcome of each of those meetings.
6. JW raised issues regarding the Newsletter and whether we will be having any additional information on the Newsletter. MF agreed to look at the Newsletter and update it if possible.

Suggestions of topics were:-

- (i) DNA's;
- (ii) Summary of the surveys we have received and positive feedback we have received; so celebrating the positive feedback and how we have targeted and also any suggestions patients may well have as to improving;
- (iii) Making sure patients know about Did Not Attend (DNA) rates and how much it is costing the NHS as patients are not turning up for appointments;

- (iv) Any suggestions to put anything on the screens, perhaps removal of posters and just put these on a screen so patients can see them on a regular basis;
- (v) Advertise the Patients Participation Group.

7. Date of next meeting: Tuesday 19th June 2018

Approved by Mrs J Walker (Chair)

Dated _____