

**FOUR OAKS MEDICAL CENTRE
PATIENT PARTICIPATION GROUP MEETING
MONDAY 28 SEPTEMBER 2015**

PRESENT:

Steve Bennett (SB) Chair
Theresa Hyde (TH)
Vic Palmer (VP)
Roy Baverstock (RB)
Carol Morley (CM) Secretary
Wendy Brown (WB) Minute Secretary

1. APOLOGIES

Apologies were received from Veronica Docherty, Carol Fitton, Maureen Webb, Taj Kaur and David Linehan.

Ganisha de Abrew has moved to Cardiff and has therefore resigned from the Group.

2. MINUTES AND MATTERS ARISING FROM LAST MEETING

The minutes were agreed by all present as a true record of the meeting and signed by SB.

3. UPDATE ON PROPOSED JOINT PRACTICE EVENT DAY 7th OCTOBER 2015

This was covered in a meeting prior to the PPG meeting.

4. FOMC NEWS

CM confirmed that Dr Roshani Pawar has now joined the practice as a partner. Dr Abid Raza will commence his partnership on 1 November. Dr Kate Foley will return to the practice from maternity leave in January 2016 as a partner. Dr Pawar, Dr Raza and Dr Foley will be 0.6 wte

CM confirmed that the practice is still not taking on any new patients, except immediate relatives who move in with current patients.

CM gave an update on the forthcoming building alterations at the practice, informing that these will not now follow the full plan as originally designed due to cost restrictions. The new plan will cost around £180,000, of which the practice will contribute £60,000 towards the building costs. The practice is also expected to meet the costs of fixtures and fittings. The work will commence November 2015.

The OHP (Our Health Partnership) merger of 41 practices is progressing.

Patient Survey – CM will speak with other practice managers to check whether this is still to be carried out.

5. PRACTICE COMPLAINTS AND SIGNIFICANT EVENTS

Current complaints and significant events were discussed, along with outcomes and solutions. CM also read out a compliment from a patient who praised the surgery on its efficiency at her recent visit.

6. NEWSLETTER

SB asked the Group whether they would like to produce a newsletter, as discussed at the previous meeting, with the input of WAA, a local marketing company. After some discussion it was decided that this would be a good idea and a way of informing patients of the forthcoming building improvements and feedback from the health event on 7 October. PPG members will look at the content of the newsletter in more detail.

7. ANY OTHER BUSINESS

Ann Care, Chair of PPG Chairs, has requested that there are no resignations from any PPG Chairs.

There followed some discussion around the patient-doctor relationship and the way in which the members of the Group felt this could be enhanced. Several ideas were discussed, such as the provision of care plans for patients who are given a diagnosis of a significant illness (ie diabetes, cancer etc). It was also suggested that GPs could print out an information sheet on a diagnosis and given to the patient before they leave the surgery.

An agenda item on this subject will be included for further discussion at the next PPG meeting.

8. DATE OF NEXT MEETING

Monday 16 November 2015.

The meeting closed at 8.00pm

ACTIONS

CM to discuss patient survey with other practice managers