

VICTORIA AND MAPPERLEY PPG MEETING THURSDAY 13th JULY 2017 at VHC

Present: Catherine Verhoeven, Sue Clague, Anne Hardy, James Pam, Bill Brown, Barbara Kendal, Tony Wright, Alan Wilson, Catherine Wallis, Jennifer Jones, Christine Roach, Collette Saxon, Dr Mawji, Dr Nightingale, Pat Graham, Tryphena Anderson

1. Apologies: Deb Main, Pat Dexter, Roy Sells, Jean Ware, Muriel Weisz, Sue Hawkesford, Martin Rudge, Daphne Smart

2. Welcome new members

Cath welcomed Maxine Gibson and Catherine Gordon to the PPG who couldn't make the meeting today

3. Matters arising from minutes of meeting 1.12.16

KFC/Traffic 858

The Highways department will be providing a "keep out area " in front of the surgery and put a right turn mini lane into the surgery coming north. The refuge is going to stay. Christine said that it was useful when trying to cross the road to the surgery from KFC. James will follow up and press for a date for the works to be completed. Alan requested that the update be put on the website. Collette to action.

Electronic communication

Dr Mawji updated on progress on mobile phone communication for patients. There is slow progress on this issue and Dr Mawji was reluctant to ask for patient personal mobile numbers on a paper basis. The technology is not ready either and we await NHIS MJOG text messaging service which will not be ready for many months.

4. Ratification of minutes

The minutes were approved.

5. Website review

Alan updated the meeting on progress that the action group has made, focussing on 31 areas for improvement. Dr Gaden has updated many of these and Dr Mawji suggested that the action group review the website every three months with suggestions for upgrades/improvements. Alan will action this. Dr Gaden will periodically record the number of hits to inform the relevance of this channel of communication.

6. 858 refurbishment

Cath introduced this topic and Dr Mawji said that the practice was in the process of obtaining quotes within the total budget of £20000, funded by the partners. The contents of the patient survey on this issue was discussed. Seating will have arms, be mobile and placed in rows, there will be one screen. The floor will be wooden and very hard wearing. Walls will be plain, painted neutral. Display boards will be simplified and more targeted. Dr Mawji suggested a monthly update and the PPG will have dedicated space. Electronic booking in system has been investigated but the cost is over £3500 for both sites. This remains under consideration.

7. Health Promotion Display

There was a long discussion about this. Dr Mawji suggested that there be a single point of contact (to be the office manager) within the practice to liaise with a nominated PPG representative to ensure appropriated health communications that are timely and relevant at both sites. Barbara suggested a carousel display which works well at other health centres. Bill commented on the very positive attitude

from reception staff and the PPG members fully supported this. It was agreed that the PPG will find a way to feedback this to the staff at both sites.

8. Date of next meeting

12th October 2017, 7pm at 858 Woodborough Road.

The latest copy of the practice newsletter was distributed to members and was very well received.