

PPG Meeting Minutes 02.05.2024 – St Ann’s Road Surgery

Attendees:

Neamo Jama – St Ann’s Road Surgery

Misbah Rahman – St Ann’s Road Surgery

Graham Day – PPG Chair

Diane Paice – PPG Chair

Katarina Kljaic - Patient Representative

Hortense Kolade – Patient Representative

Robert Crooks – Patient Representative

Menassie Yemane – Patient Representative

George Ansong – Patient Representative

Apologies:

Eleni Stephani – Patient Representative

Introductions:

GD opened the meeting by welcoming all attendees. Everyone re-introduced themselves before we continued with the meeting. NJ was introduced as the newly appointed PM of St Ann’s Road Surgery.

Minute and matters arising from March 2024 PPG Meeting:

Reviewed the previous meeting minutes. Terms of Reference could not be discussed in the previous meeting due to only 4 members of the PPG attending. GD confused as to why it could not be discussed as a minimum of 4 members are needed for a PPG to be valid. DP explained that without a larger turn out, they did not want to make any agreements. GD queries why the PPG time was changed from 2pm to 3pm. MR explained that this was agreed and decided by the PPG in the previous meeting. Discussion of the PPG meeting location to be changed to Chestnuts as well as the time to better suit members who work. Nothing decided yet due to members of the PPG not agreeing to this.

Review Terms of Reference:

Membership: Point 3 has been amended and states the PPG is open to all registered patients to attend as they wish.

Point 4 to be amended by GD to state that patients can sign up for the PPG via form, email, or telephone. **(GD to action)**

Point 7. Members absent without notice from three consecutive meetings may be thought to have resigned and could be replaced. Notice of absence must be sent to either the Chair or the Practice, who are then responsible for making apologies at the meeting. – **To be taken off. (GD to Action)**

Point 8. PPG secretary not selected as no one from the PPG has volunteered. The Practice will continue to take the meeting minutes until further notice.

KK not happy with point 5 of the membership section of TORs. KK believes that that patients should be able to stay as members of the PPG as long as they want instead of only being members for 2 years. GD explained that a PPG can only have a maximum of 15 attendees and that after 2 years an Annual General Meeting (AGM) will take place to vote-in members who have served the 2 years.

Update from Practice Staff:

- NJ has been introduced as the newly appointed PM of St Ann's Road Surgery.
- Nurse interviews to take place soon.
- New admin to join the practice on Tuesday 7th May 2024.

Patient issues:

RC and DP stated Dr IQ medication are not being processed despite being approved on the app. MR has agreed to investigate this.

DP asked about the clinical rooms downstairs for the phlebotomy service as having the room upstairs for this is an inconvenience. MR explained that this is something that the Practice does not control as we do not run the service or own the building.

AOB:

KK queried about opening windows in the waiting area. MR to chase.

KK has discussed with Susan (The Building Manager) about putting up PPG posters in the waiting area. KK confirmed that Susan has allowed her to do this.

GD suggested having a clinician join the next meeting. MR advised that he will look into this.

DP asked for the names of the contracted GPs. MR verbally confirmed this and advised the information is on the Practice website as well as reminded DP that this was presented in our first PPG meeting in January 2024.

GD and DP asked about the role of Medical Summarisers. MR explained they are strictly hear to file notes, summarise paper records, deduct patients records and request records.

PPG notices to be taken down around the practice as they are outdated.

Next PPG meeting: Thursday 20th June 2024 at 5pm.