

Minutes from PPG meeting held 25.5.2016

Staff present was

Dr A Bindra
Samantha Corp

Patients Attended

Mavis Rayner
Sydia Alam
Aneela Mushtaq

Apologies

Caroline Hurst
Anthony Jamieson

CQC Inspection Update

AB explained that our visit had gone very well and we had been issued with a good overall rating from CQC, only a few practices in the local area had gained a good rating, 1 practice has had an outstanding rating but the majority of practices inspected had received needs improvement/special measures or are still waiting to be inspected

AB informed us that CH & AM kindly came to surgery to speak to one of the inspectors; CH had made a complaint about one of the inspector's scruffiness. AM gave a brief description of the type of questions they were asked by the inspector eg meeting frequency, PPG groups.

Craven Road Update

Dr Aman went on to update us regarding the move to new premises' RBH has unfortunately pulled out of selling the land to us, NHS England and South Reading CCG are backing us as a six figure sum has already been put into the project, planning permission has already been approved, meetings are ongoing to try and save the project

Annual Patient Survey Template

SC produced the template used for the last couple of years and asked the PPG members for the type of question we should put on this year's survey. It was suggested by AM that we could use samples from picker surveys to amend our template, she said she was happy to help if SC sent her a copy of the old template.

AM also mentioned adding the survey to the surgery website so patients can download the survey

Aneela has offered to break the findings down to give a more accurate report, Different age group/ Ethnicity then the response figure will make more sense.

PCC Public Meeting 14.6.2016

SC informed the PPG members of a public Meeting being held a Lawrence Church on the 14.6.2016

Posters

It was noted how cleaner and decluttered the posters were in the waiting room, AB confirmed there are still some changes needed at 81 to get up to the same standard as Kennet Surgery

Email Address

SC got consent from the members at the meeting for her to forward AM their email address as she is getting emails direct from the CCG, MR,SA agreed

PPG Members

AM suggested handing out slips with the date of the next PPG meeting to try to encourage other patients to get involved

AB suggested adding an alert to the prescriptions near to the date of the next meeting

Coffee Mornings

Coffee mornings were discussed AM suggested adding to the survey asking patients the type of topics they would be interested in

Next PPG meeting: 30.11.2016 @ 7.30pm