

Sandy Lane Surgery Patient Participation Group

Meeting 22.09.14

Minutes

Apologies: Una Key

Correspondence: Made available

Minutes of Meeting 28th July 2014 Robert read the minutes of last meeting and they were unanimously approved.

Matters Arising: None

Patient Survey: We believe Philip may have moved to Leicester. Jill will email him and ask for the work already carried out by the working party. The NHS have changed the requirements relating to patient surveys. This to be checked out for next meeting.

Surgery Report: 12 new patients have indicated they are interested in knowing more about the PPG. Jill will contact them and invite them to the September meeting.

Practice Newsletter: Coloured version had gone ahead with financing from advertising. Copies are now available at Rowlands Chemists on Newgate Lane and Mansfield & District Garden Holders' Members' Centre. John will approach Rowlands Chemist to see if they would like to finance the next winter issue in return for carrying their advertisement.

Development Plan Progress Report: The group discussed the plan progress. There was a brief discussion relating to a Health *Issue Coffee Morning*. Johanne Townsend and Jill will be trained to add content to the Video displays.

Significant Events: There was an error in identifying a child patient because of two children with the same name. The problem was quickly resolved and the correct child was quickly contacted to permit Dr Perwani opportunity to follow up the condition of his patient. The event has been investigated and the appropriate action taken to reduce the risk of this happening again.

A second event occurred when a temporary patient was demanding medication as a repeat prescription. Dr Perwani realised the request was not genuine and the patient left without a prescription being issued.

Any other business: John C brought to attention the large amount of lengthy documents arriving by email. Jill agreed to print the relevant documents and have them available for future meetings.

Date of next meeting: Monday 22nd July 14. 2.00pm

Future Meetings: [TBC] Monday 12th January 5.30pm. *Monday 20th April 5.30pm.*
Monday 6th July 5.50pm

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Agenda

- 1. Welcome to new patients:**
- 2. Apologies:**
- 3. Minutes of Meeting:** 28th July 2014
- 4. Matters Arising:**
- 5. Correspondence:** Email addresses required and new members contact details
- 6. Patient Survey:**
- 7. Flue Clinic Attendance:**
- 8. Surgery Report:**
- 9. Practice Newsletter:**
- 10. Development Plan Progress Report:**
- 11. Significant Events:**
- 12. Any other business:**

Date of next meeting: Monday 12th January 2015 5.30pm

Future Meetings: [TBC] Monday 12th January 2015. 2.00pm Monday 20th April 2.00pm
2015. 5.30pm. ? July 2015