THE MATHEWS PRACTICE

PATIENT PARTICIPATION GROUP

Minutes of the meeting held on 26 November 2018

Present: Five members attended the meeting.

Apologies: There were apologies from one member.

1 Welcome any new members - The Assistant Practice Manager reported that a patient had expressed interest in attending this meeting. It was noted that the patient did not attend.

2 Review of previous minutes - The minutes of the meeting held on 03 September 2018 were approved as a correct record.

3 Updates from the Practice

3.1 CQC Quality Assurance Visit

 The Practice Manager reported that 90% of the items on the Action Plan had been achieved. A small number were clinical or not yet signed off because of time constraints. The Practice has been receiving support from the Clinical Commissioning Group (CCG) and Primary Care Commissioning (PCC) who are consultants for the Care Quality Council (CQC) in preparation for the next CQC Inspection. They will be attending the Practice on 5 December 2018 and a further half day to provide feedback to the Practice before the Inspection takes place.

3.2 New telephone system

 The installation of a new telephone system is imminent. This will involve four weeks work. A Patient Questionnaire will be carried out within 120 days of installation of the new system.

3.3 New Practice Staff

 The following new staff have been recruited: 1 Secretary, 2 Receptionists and a further new Secretary (to be appointed).

4 Flu progression - how can we improve?

 The following points were discussed:

* target set of 75% of eligible patients receiving flu vaccines
* a target of 100% for patients who are pregnant
* the Practice is encouraging eligible patients to have vaccines, particularly patients who are pregnant, patients who are carers and children who are at risk
* very low participation rate this year from the housebound
* eligible patients who have not had a flu jab are being sent 3 reminders by text and/or letter

5 Sharrow Community Day - One member of the PPG attended this event which looked at different opportunities and openings to develop health and social care activities in the Sharrow area.

6 Date of next meeting - Monday 7 January 2019, at 10.00am, at Belgrave.