THE MATHEWS PRACTICE

PATIENT PARTICIPATION GROUP

Minutes of the meeting held on 03 September 2018

Present: Five members attended the meeting.

Apologies: There was one apology.

1 Review of previous minutes

The minutes of the meeting held on 02 July 2018 were approved as a correct record.

2 Updates from the PPG

PPG members provided feedback about their meeting with two members of the Clinical Commissioning Group. Members had asked for this meeting because of their concerns regarding the length of time the Practice had been in Special Measures. The meeting had been very positive and beneficial.

3 Updates from the Practice

The following were noted:

* The results and action plan from the recent Patient Survey would be published on notice boards
* Website on-line access would be better promoted. Letters for prescriptions could be changed to include on-line access to appointments
* DNA rates have improved since Mjog was introduced
* Concern was expressed about the number of GPs who had left the Practice
* Concern was expressed about short timescale the Practice has been given to respond to complaints on NHS Choices (24 hours)
* Lack of computers to operate new phone system
* Several verbal patient complaints had been received about patients seemingly getting same day appointments if they came to the surgery before patients who have phoned for these appointments
* Flu jabs were now available, patients would be notified, and information would be placed on notice boards and the website

4 Any other business

Members of the PPG reported that after reviewing former CQC reports and the latest Report they were very concerned that the Practice had appeared to have met conditions set previously but still remained in Special Measures and they had reached a decision to write to the Chief Inspector of General Practice at the Care Quality Commission. The purpose of writing to the CQC was in order to help members gain a better understanding of what the Practice needs to do to get out of Special Measures. It was agreed that a copy of the letter would be sent to the CCG for information.

5 Date of next meeting

To be arranged.