



Church Street Medical Centre
 11b Church Street • Eastwood • Nottingham • NG16 3BS
 Tel: 01773 712065 Fax: 01773 534295
 www.churchstreetmedicalcentre.com



Practice Meeting: Minutes 21.01.15

Ref: S:\CHURCH STREET\INFORMATION CS\PATIENT PARTICIPATION GROUP\
 MINUTES OF MEETINGS\2015\Minutes 21.01.15 Version: 14.01.01



Nottingham West
 Clinical Commissioning Group

Meeting Date: **Wednesday, 21 January 2015 at 2:30pm** Meeting Type: **Friends Meeting**

AGENDA

1.	Apologies	Chair
2.	Review of last minutes	Chair
3.	Practice Survey	NLT
4.	CQC Visit	NLT
5.	PPG Update	JM/TB
6.	Friends and Family Test results to date	NLT
7.	Age UK Fit for the Future project	JM
8.	Volunteer bureau / taxis progress report	NLT
9.	Practice complaints review 2014	NLT
10.	Student Designs - update	NLT
11.	AGM	RW
12.	Any Other Business:	All
13.	Date of next meeting : 18 th March 2015	

ATTENDEES:

Neil Lindsey-Taylor
Rosemary Weir
Joan Morley
Mick Wagstaff
Pauline Beech

APOLOGIES

Suzanne Sheils

Debbie Brookes
Richard Biscoe
Brian Griffin
Teresa Burgoyne

SUBJECT:

NOTES:

ACTION BY & DATE:

Apologies	Apologies were received from 4 members. The group wanted to recognise the contribution of Margarite Oldham, a much valued group member who had recently passed away.	
Review of last minutes	All agreed they were an accurate record of the meeting	Proposed JM Seconded MW
Practice Survey	NLT informed the group of the imminent practice survey which will be conducted during a two week period in February. The aim is to distribute 600 questionnaires, group members were asked if they wished to help with the distribution.	NLT to inform members of dates once known. Members to let NLT know their availability.

Minute Taker:	Neil Lindsey-Taylor	Date:	21 / 01 / 2015	Next Meeting Date:
Authorised by:	Neil Lindsey-Taylor	Date:	21 / 01 / 2015	18 / 03 / 15



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CQC Visit	<p>NLT discussed preparations for a CQC audit which may happen within the current quarter. Part of the day would be an initial practice presentation, NLT requested a volunteer to assist with the initial presentation to the audit team. JM volunteered.</p> <p>NLT briefed the group on a typical audit day, which ideally would include interviews with 'Friends' group members. All members expressed their consent to be contacted once a date was known.</p>		NLT to share a copy of the practice presentation with the group.
PPG Update	<p>JM updated the group about items discussed at the latest PPG meeting attended.</p> <p>JM has volunteered to participate in a QMC A&E patient survey, aimed at identifying why patients were there.</p> <p>JM asked for a volunteer to attend an Equality conference on the 5th February. SS volunteered.</p>		Minutes of the meetings are available at http://www.nottinghamwestccg.nhs.uk/index.php/patient-and-public-voice/patient-reference-group
Friends and Family Test results to date	NLT shared the results of the first 7 weeks of the survey. To date a very positive return has been received. Results to be published in practice and on the practice website at the beginning of February and available on NHS Choices mid to late February, and then updated monthly from then on.		NLT to continue to share results.
Age UK Fit for the Future project	JM had identified a project which the practice may be interested in participating in, which involved Age UK, seeing patients in the practice identifying any support needs the patients may require.		JM has submitted a practice interest to Age UK. JM to liaise with NLT is the practice is selected.
Volunteer bureau / taxis progress report	The practice is still struggling to establish the criteria to get this project off the ground.		NLT to keep chasing
Practice complaints review 2014	NLT reviewed the annual patients complaints (no patient information was included just the nature of the complaints i.e. clinical, admin etc).		NLT to continue to share learnings.
Student Designs - update	The practice has chosen the designs they wish to go forward with to be painted by students.		NLT to liaise with Kissing it better to action

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AGM	<p>The annual AGM will proceed the next meeting 18th March 2015. A notice to announce the AGM will be posted in reception and on the website. RW has asked if any other member wishes to undertake the role of chair she would be happy to step aside.</p> <p>RW requested input to the annual report from all members. RW will be emailing all with her initial report for input.</p>		<p>NLT to post notices</p> <p>Group members to contribute ideas to RW</p>
Any Other Business:	<p>JM advised the meeting of a new lifestyle event being run at Kimberley School and requested volunteers to support. She is currently speaking with Broxtowe Borough council about organising a further event.</p>		<p>Group members to let JM know their availability for the event.</p>
Date of next meeting :	18th March 2015		

COPY OF MINUTES TO BE CIRCULATED TO ATTENDEES AND ALL MEMBERS NOT AT THE MEETING

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