

Mayford House GP Practice

Patient Participation Group

Minutes of meeting held on 22nd May 2017

Attendees: PC (Chair), HG, FD, Stephanie King, Josh Parker-List

Apologies: IP, HD, SD

1. CQC Audit Summary and Actions

- a. SK had circulated a summary of the 24th January CQC Audit and provided and update on the current status.
- b. Noted that there were 2 good ratings: Caring & Responsive and Patient Facing.
- c. Main issues related to management processes.
- d. Revised processes now in place and being implemented.
- e. Intention is to engage more closely with CQC and to invite them back prior to the next scheduled audit – to demonstrate commitment, improvement and progress.

2. PPG Group

- a. J P-L had kindly circulated demographics of patients prior to the meeting.
- b. Key points to note:
 - i. As expected, a wide spread across all age groups, with 42 – 71 being the highest proportion.
 - ii. Gender split: 49% male, 51% female.
 - iii. Ethnicity: only 41% of all patients recorded. Of those recorded, principally British or White British groups.
- c. It was generally accepted that the current make-up of the PPG is sufficiently representative, but it was agreed that there would be benefit in inviting individuals from 2 other key groups:
 - i. Carers (via Hambleton Carers)
 - ii. Disabled (suggested visually impaired)
- d. SK to progress, possibly by direct approaches via GPs.

3. Virtual PPG

- a. It was agreed that the views of a wider sample of patients could be obtained by the development of a 'Virtual PPG', with contact via email.
- b. Only around 800 patient emails held at present (circa 8%).
- c. A system is now in place to increase the number, with a target of 350 per month. Being monitored by SK.
- d. Agreed to target November to have sufficient emails available and a process set up.
- e. Objective to have a representative group of volunteers, which would be used as a 'sounding board' for ideas/views etc.

4. Other Business

- a. Practice web site:
 - i. General view that the current web site is too busy and needs to be simplified and more user friendly.
 - ii. SK / J P-L to review internal resources and undertake some immediate changes in-house.
 - iii. SK stated that funding unlikely to be currently available to any external assistance. To be kept under review.
- b. PC had circulated CCG invitations to a couple of forthcoming events. It was agreed that PC will attend the Coffee Morning and AGM on 15 June – SK and HG may also attend, if available.
- c. A patient questionnaire is too progressed, by November 2017.
- d. SK informed the group that the Practices' BT system is being updated.

5. Date of Next Meeting

- a. Monday 24th July: 18:30