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|  | **Clinical Meeting**  **Patient Participation Group Meeting**  **25.09.19**  **2.30pm** | | |
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| Meeting called by:  Practice Manager  Ann-Marie Rose |  | Note taker: Ann-Marie Rose |  |
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| Attendees:  Wendy Taylor Chair  Safina kauser  Razia Bibi Patient engagement lead  Apologise  Mr Hunter  Pauline Dooley |  | | |
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| **----- Minutes Meeting-----** | | | |
| **The Practice has been informed they will be having a CQC Telephone Inspection on**  The Practice had a visit last October and was successful the Practice got a high Good rating  The telephone inspections are new for 2019 and these will be completed on a yearly basis. Practices will be inspected with a visit every 5 years but if anything flags up on the telephone then this will be brought forward.  The Practice Manager will keep the PPG updated as what is required and if they will be contacted for the telephone review.  **PPG Suggestions for a good CQC inspection**  Update chairs if possible as old and ripped  **Other PPG Suggestions**  Make the waiting area a pleasant environment with bright information  Practice Manager to speak to cleaners as floor looks grubby  Sometimes bins outside the health centre are full and overflowing, this has already been reported to Security man who gets the council to sort out.  Mobile Notice board to be put up if needed to inform patients if a GP is running late or has had an emergency.  Mobile notice board could be used for other messages  **Garden Project** – Ongoing discussions with David Holt looking at starting the renovations in the near future.  **Details of Patient Network Meeting were sent out for 04.09.19 but no PPG members attended.** Razia Bibi our patient engagement lead continues to attend all the mandatory and Network meetings and brings this information back to the practice, discussed.  **Thursday**  The Practice reception is now open on a Thursday afternoon, Dr Akbars Surgery is moving to Hillside Bridge so won’t be covering anymore. Patients can still ring for appointments and will be directed.  **FLU**  The PPG members have been asking when Flu vaccines will be given, the PM Ann-Marie Rose explained the vaccines have been delayed and should be arriving soon, they are sent out in batches so as soon as we receive the first batch patients will be invited in.  **E CONSULTS**  The practice will be taking part in the new E Consult programme where patients can go online and complete a form to submit to the practice for Consultation, sick notes, messages etc. The Practice is currently undergoing all the necessary training for this and are looking at a go live date in December 2019.  **ACCESS & DEMAND** – e Consults will help with access and demand, the practice now offers 25% online appointments with a clinician of choice, book on the day, pre book, and emergency and telephone appointments. | | | |
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