

Patient Participation Group **Minutes of Meeting Tuesday, 2nd May 2017**

1. Welcome

Attendees: Cheryl Fleetwood (CF) (Chair) Mr Lionel Chandler (LC),
Mr Keith Mash (KM)
Mr Mohinder Dhaliwal (MD) Mr Mohammed Raza (MR),
Dr V Sharma (VS) Gary Edwards (GE)

Apologies: Mr Colin Pill (CP)

In attendance: Ryan Dunstan, Quality Manager Slough CCG

The minutes of the previous meeting of 13th March 2017 were approved and it was noted the meeting of 4th April was cancelled due to Members' unavailability.

Matters Arising

- No matters arising noted.

2. PPG Patient Survey – Presentation – Ryan Dunstan

Ryan attended the meeting and provided a Presentation to members on the results of the recent Patient Survey. Members were provided with copies of the presentation for further consideration.

Ryan reported that the results were consistently positive and compared favourably with CCG and NHS England averages. The survey results were also provided to the CQC focussed inspection (see below) in response to certain questions such as the patient interactions with nurses and these had been well received.

Members discussed various question results and added background information to the process of carrying out the survey. It was agreed that the survey was useful and was presented to patients to complete themselves or with a PPG member's help. Overall, both the Practice and PPG members were pleased with the results. The results are to be shared at the

Ryan was thanked for collating the results independently of the Practice and PPG and for his time in compiling and presenting the results.

3. CQC Focussed Reinspection 19th April 2017

GE reported that as a result of the above re-inspection, the Practice had been re-rated into the category of "GOOD" and no longer has the rating of Requires Improvement or Inadequate.

This is a huge achievement and all are to be congratulated.

GE explained that the re-inspection was focussed on the remaining items identified at the previous inspection and consisted of an Inspector visiting him to check the items on the Action Plan. All items had been addressed, hence the upgraded rating. The Inspector did not require meetings with other staff, doctors or PPG members but did speak to some patients on the day. This coincidentally included a member of the PPG as a patient.

The new ratings will be displayed in the surgery and on the website.

4. Practice Update Staffing

GE reported that Ravinder Deol had started with the Practice as a replacement Receptionist and will be working mornings.

Kelly Barrow had also started with the Practice today as an additional Admin support person. Kelly comes to us with a wealth of NHS experience as former employee of the GRACe Referral management Service which had recently closed.

GE also reported that this would be his last PPG meeting as he is due to leave the Practice at the end of the month to join another Practice near to Reading. GE offered his thanks to the PPG members for their co-operation and support of the Practice through the period of special measures and wished them well for the future.

An advertisement for a replacement Practice Manger has been placed.

Any other business

Members asked if a newsletter could be added to the TV information screen in the Waiting Room. GE is awaiting information on how to upload information to the screen and will investigate further.

Dates of next meetings:

Tuesday, 6th June 2017, 1.30pm

Tuesday, 4th July 2017, 1.30pm