

Drs Hegde & Judes' Practice

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PPG Meeting

Monday 8th December 2014

Attendees: Dr Hegde, Colette, Fiona, Lisa, Jan, Mr Hodgkinson, Mr Pattullo, Mr Brannan, Miss Venables.

Apologies: Dr Mc Kinnell.

Actions from previous meeting:

- Envisage Screens: It was asked if screens could be lowered at Riverside, Colette explained that she has looked into it and unfortunately it can't be done.
- As requested, Appointment time delays on are now being put on envisage screens at both sites.
- Unfortunately due to the timing of this meeting we were unable to get a representative from another PPG to attend tonight. However we may be able to get someone to attend our next meeting in March

CQC:

- the outcome of our CQC visit was circulated, the table showed the ratings that we were awarded which was **GOOD** for everything.

Colette explained the visit, what happened on the day, what they expected and what the requirements were for us to achieve this rating. She also thanked Mr Pattullo for giving up his time and coming in to speak to the CQC inspector about his view of the practice from a patient's point of view.

Everything will be published on our practice website once it becomes available so , all patients can then view it. It will also be on the CQC website.

Emis Web:

●Colette spoke about our changeover to Emis web due to take place on 24th February 2015, she has asked for patients to be patient within the first week to allow for the transition and if any hiccups which hopefully there won't be, but we have to be prepared and for all staff to get use to the new system, patience will be appreciated. She explained the new benefits of the new system and what patients can do on it, book appointments online but still for those who do not have access to the internet they will still be able to call up to book.

●Practice Newsletter:

A newsletter for December was circulated and is available to view online or patients can pick up a copy at both sites, Newsletters will be published on a quarterly basis, Colette asked if anyone would like to see anything put in it or would like to contribute anything to it to contact us at the practice.

●Friends & Family Test:

Colette explained how it works and what it is for and that results have to be submitted each month she explained we have added our own question asking if patients would like to be seen at either site if this was to become available.

Miss Venables thought this was a good idea to offer patients.

Next meeting will be March, hopefully as the nights will be lighter. Time and venue of meetings can be alternated to accommodate those at work to attend, it is important as a practice that we get views from a good cross section of patients .

END OF MEETING.