

# **Minutes Patient Participation Group Meeting – 22<sup>nd</sup> November 2017**

**Present:**           **Dr Peter Warwicker**

**Dr Linsey Leach**

**Carole Stock**

**Nurse Teresa**

## **Patient Participants:**

**14394**                 **11464**

**15255**                 **17716**

**7472**                  **32835**

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Dr Warwicker opened the meeting, welcoming and introducing our new patient participation group member.

### **CQC Inspection 23<sup>rd</sup> August – Outcome**

Dr Warwicker explained that the practice has been placed in “Special Measures” by the Care Quality Commission due to improvements in some areas that need to be made. He assured the meeting that all measures were now in place and the practice would receive a follow-up inspection sometime in February 2018 and then another full inspection in May 2018. The full report can be found on the practice website [www.thegrovemedicalcentre.co.uk](http://www.thegrovemedicalcentre.co.uk) or the CQC website.

### **Immunisation Update**

Nurse Teresa informed the meeting of the following:-

- Shingles uptake has increased over previous years. This is mainly due to patients being eligible as soon as they reach 70 years of age and not having to wait for the September cohort. Also as shingles is such a debilitating condition, word of mouth has also had an effect on the increase in vaccinations.
- Children’s Immunisation Programme – From September 2017 the pentavalent 5:1 primary vaccination has been replaced with the new 6:1 hexavalent vaccine which now includes Hepatitis B.
- Travel Vaccines – Teresa explained that there was a global shortage of Hepatitis A and Hepatitis B vaccines which is mainly due to the manufacturer Sanofi Pasteur splitting into two companies at the beginning of the year. It would appear that the private travel clinics are able to obtain sufficient supplies, so patients will be directed there if it comes to a situation whereby we do not have or are unable to obtain any of these vaccines.

### **GP Carer’s Break Applications**

Carole Stock shared with the meeting patient applications (anonymously) for the GP Carer’s Break. All were agreed and CS will send the applications through and inform the applicants accordingly.

### **Car Parks**

The situation with unauthorised vehicles being parked in both car parks was discussed which is a daily occurrence. It was felt that a system should be in place to deter people from parking their vehicles in both the patient and staff car parks. It was agreed that our new member of the PPG would obtain quotes for relevant signage and the possibility of using a clamp on unauthorised vehicles. He will also obtain a quote re barriers to the patient car park and will update the Partners accordingly. In the meantime, Dr Warwicker will write to Waitrose and Travel Lodge re their customers using the car parks at the medical centre.

### **Garden Areas**

It was agreed that all the garden areas were now looking very presentable and well maintained. This is due to a professional company being contracted to look after all the green areas. It was also agreed that further planting etc., would be a good idea to maintain the grounds in pristine condition. This will be organised.

### **Pre-Bookable Appointment System**

Dr Warwicker explained that for the winter months, the practice had altered the pre-bookable system for appointments. For example, appointments for December were released on 1<sup>st</sup> November and appointments for January 2018 will be released on 1<sup>st</sup> December. At the moment this system has reduced the DNA rates quite considerably and appointments will be reviewed on a monthly basis to ensure the best service is offered to our patients.

### **Any other Business**

CS informed the meeting that one of our Practice Nurses who had been with the practice since 1991 was retiring at the end of January 2018. Dr Warwicker informed the meeting that we had advertised and had received a good response for the vacancy.

**Date of next meeting: Wednesday 30<sup>th</sup> May 2018**