



## **IVY GROVE SURGERY PATIENT GROUP MEETING**

### **Attendees:**

Mike Ingham (MI)	Chair
Irene Parry (IP)	Vice Chair
Mike Ganly (MG)	Secretary
Dr Wong (DrW)	Practice Doctor
Janette Cavanagh (JCC)	Assistant Practice Manager
Liz Parkes (LP)	
Yvonne Price (YP)	
Wendy Hardy (WH)	
June Coleman (JC)	
Gill Mather (GM)	

### **Apologies:**

Charmagne Stephenson (CS)	Practice Manager
Paul Tonks (PT)	
Ann Robey (AR)	
Mary Burgin (MB)	

## **Outstanding Actions as at 29 January 2016**

### **PG Patient Survey**

The 'timescale to see a doctor' poster is to be simplified, reduced to three columns, put on the website and in the Newsletter together with the other posters. JCC informed the group that she will advise CS to contact IP to progress the notice that is to go on the PG notice board advising patients that an explanation of the results of the latest patient survey is provided on the web site and Newsletter.

**Action: JCC/CS & IP**

### **Future Initiatives**

The SDCCG Lay Rep, Jo Smith (JS), has agreed to attend our meeting on 31 March. MG will raise this matter at the next meeting (AGM) to establish the timing of the March meeting as (JS) will need a half hour slot either at the end or beginning of the meeting. Following the decision it will be necessary to advise JS accordingly.

**Action: MG**

### **Newsletter**

YP completed and handed over a piece on the Home From Hospital scheme for inclusion in the next Newsletter. The sub group will arrange for an article to

be prepared following the March monthly PG meeting for the summer edition of the Newsletter.

**Action: MI/IP/GM/WH**

JCC will arrange for a reminder to be placed in future Newsletters of future PG meetings.

**Action: JCC**

### **Secretary and Treasurer**

MG is to contact Lloyds Bank to obtain the necessary form(s) to change the signatories on the bank account in preparation of appointing a new treasurer.

**Action: MG**

Due to MG's wish to stand down as secretary it has been decided, following the AGM next month, to rotate the role of secretary between members on a monthly basis.

**Action: ALL**

### **Healthcare Assistants (HCA)**

JCC informed the group that an additional nurse has been appointed which means the practice has its full compliment of nurses.

**Action: Complete**

### **Carers day**

IP advises it has not been possible to obtain agreement to display a poster providing details of this initiative in the Community Transport vehicles. JCC is of the opinion that the service is being well used but will investigate and if this is the case then further publicity is not required. JCC will advise the group of her findings at the next meeting.

**Action: JCC**

### **Doctor's update**

DrW informed the group:

- The proposed over 75's event is to go ahead and will probably be a twice-yearly event: the first being in May. YP, LP, IP, GM and WH have volunteered to assist the practice in the organisation and JCC will contact them in due course for their involvement.

**Action: YP/LP/IP/GM/  
WH and JCC**

- Following a discussion on attracting new PG members Dr W agreed to place a message on repeat prescriptions detailing the dates of future PG meetings e.g. last Thursday of every month excluding August and December.

**Action: DrW**

### **Practice Manager's update**

JCC:

- Provided a list of complaints received between April and October 2015 (only 14: the consensus is this is excellent in view of the number of

consultations over the period) as the group wanted to consider whether they might provide areas where the PG could involve themselves in attempting to further improve the patient experience. There is also further MI that provides the responses to the complaints, which JCC will send electronically to members to help the PG in their considerations.

**Action: JCC**

- Handed out a card to the PG from Dr Newport thanking the group for the flowers on her retirement in January.
- Advised the group that to ensure patient information and communication is as clear and informative as possible the practice would appreciate members reviewing the Ivy Grove website and reporting to JCC any patient information that they did not consider patient friendly.

**Action: ALL**

- Informed the group that following referral, due to patient confidentiality and data protection issues, it is not possible for the group to have access to patient information e.g. names and addresses for the purpose of carrying out surveys or for any other reason for that matter.

**Action: Closed**

### **CQC Inspection**

- DrW informed the group the CQC inspection was a positive experience and thanked everyone involved for their efforts to ensure everything went well. It is likely it will be 8 –10 weeks before their report is produced.
- MI summarised the PG's involvement that involved a meeting between MI, IP and the chief inspector. This went well and we were given a good mark especially as we are a relatively new group and were told we are highly thought of by the CCG.

**Action: Closed**

### **Frantic Families**

See attached email from WH providing information on the above. The group can now consider whether they are able to publicise/bring to the attention of families etc. this initiative.

**Action: ALL**

### **Sub group meeting**

7pm, 18 February at the surgery – items to discuss include a patient survey for 2016 possibly to take place at the over 75's day in May. WH to consider format and potential questions. JCC to book the room.

**Action: JCC/IP/MI/WH/  
LP/YP/MG**

**Date of next meeting - 7 pm on Thursday 25 February 2016**