

Thornfield Medical Group PPG

15 Sep 2014

Present: Margaret Heaton , Chair (MH) , Kelechi Dibia (KD), Dr Natalie Crowe (NC), Tracey Stuchlik

Apologies: Andrew Parks

1	Chairs Welcome. MH opened the meeting and welcomed everyone	
2	<p>Previous Mins were agreed as correct</p> <p>Update on action areas</p> <p>Telephone calls received by the main reception at Molineux Street can now be transferred to the practice</p> <p>Shieldfield Site – request for new premises is still with NHS England and the council are still looking at what they plan to do with the building.</p>	
3	<b>Acorn Patient Group</b> - TS advised the next meeting for Acorn is 25 September. TS agreed to send information to MH and KD	TS
4	<b>Flu Day</b> – TS advised the practice had organized a Saturday flu clinic for 4 Oct and she was looking for members to help. MH volunteered and TS was asked to contact Gail to see if she could assist also. KD suggested we ask the carers centre if they could attend our flu event or at least provide information re carers help on the day. KD also advised the local churches would be very supportive of holding flu events.	
5	<p><b>PPG Action Planning</b></p> <p>TS advised that the ppg needed to agree 3 action points for the practice to implement over the coming months. The members agreed the following:</p> <p><u>Improvements to website</u> through easier access for smartphones. KD also suggested the wording was changed on practice and patient responsibilities ( instead of saying ‘your doctors responsibilities - it should say your practices responsibilities). It was also felt the site could be improved for users and an area</p>	TS

	<p>to flag up if people are carers.</p> <p><u>Implement Caller record</u></p> <p><u>Work with New Croft clinic</u> to introduce 'Think plan C' into the practice (improvements around sexual health services at TMG)</p>	
6	<p><b>Friends and Family Test</b></p> <p>TS advised that with effect 1.12.14 the practice would have to implement the FFT. There is one standard question and the members discussed an additional question to be used. It was agreed patients would be asked about bringing more hospital based services out to primary care. KD also suggested for the future we ask about methods of communication e.g. twitter, facebook</p>	
7	<p><b>Date of Next Meeting</b> Monday 8 Dec at 5.45pm</p>	