**Selden Medical Centre Patient Participation Group (PPG)**

**Minutes of Meeting 6th December 2018**

**Present:** Keith Vickers, Mark Hughes, Garry Mitchell, Rosie Gray, Jenny Ellis, Mascha Richards, Shaun Lyons (SL,Chair)

**Practice Manager Update:**

SL introduced to PPG as new Practice Operations Manager (started 01/11/18) and explained that Sandra Giammattei was no longer working at the Practice full time but would be attending sporadically to offer support where necessary.

**CQC visit**

SL explained the findings of the recent CQC visit (report is published online at <https://www.cqc.org.uk/location/1-4573273089> ). This took up the majority of the meeting . The Practice was disappointed to be given the ‘Requires improvement’ rating and is making positive steps to improve this, including

* Safeguarding children and adults policies have been produced and ratified
* A standard agenda has been agreed for clinical meetings to ensure that all significant events, complaints, compliments are discussed and dealt with
* Significant events discussed at clinical team meeting & recorded in minutes.
* Medicine alerts are now sent to the GPs, archived on the shared drive and discussed at the Clinical team meeting
* GP has undertaken level 3 Safeguarding training
* Policies have been produced in collaboration with clinical staff based on national guidance lead for safeguarding adults and children These have been ratified by clinical and administrative staff and signed off in the CTM this has been minuted. Policies are to be saved to the shared drive for access by staff. Staff will be trained and audited on how to access these policies
* Safeguarding flowcharts have been added to all staff desktops with information on what to do, contacts etc for their reference
* Review of national GP survey has taken place with the whole practice team. As a result of our findings, a new appointment system has been implemented (see details below)
* Infection control lead now appointed and added to practice role structure
* Dedicated clinics for mental health care plans and reviews are now in place with locum cover provided to ensure capacity is not affected. We also provide designated GP slots during the week for patients with mental health issues
* The Practice is currently being redecorated to meet infection control standards as per CQC visit

**Appointment System:**

SL explained the new appointment system- ‘regular’ bookable appointments are available as usual. Also, patients that need to be seen on the day are now added to the duty doctor list who will provide the patient with a telephone consultation and book an appointment on the day if necessary.

**Flu Clinics:**

**Now booking. Two types of vaccine available – 0ne for over 65’s and one for under 65’s**

**Selden Team Update:**

The practice is currently in the process of appointing a new receptionist and is looking to source/ train a respiratory nurse.

**AOB:**

SL was asked if appointments can be booked 5 days/3 weeks in advance

**ACTION- SL to speak to clinical lead to ascertain whether this is a possibility**

SL was informed that the website needed updating

**ACTION- SL in in agreement, the website has been updated to a degree since but needs more work, ongoing**

**Date of next meeting: Thursday 21st February 6.30pm**