

Patient Participation Group Meeting
NOTES FROM MEETING HELD 05.02.14
Evington Medical Centre
2/4 Halsbury Street
Leicester

Time: 6:00pm to 7:45pm

Present:

Mr B Kanabar Chairperson
 Mr A Mistry Vice Chair
 Jill Friedman Member
 Mr M Patel Member
 Mr H Sohal Member
 Dr C Kumar GP representative
 Zebun Juma Assist PM
 Jitesh Patel IT Manager

	NOTES:	ACTION:	Time Scale
1.	Apologies and Welcome		
	Mr M Mistry Mr Kanabar welcomed everyone and thanked the member for attending the meeting.		
2.	Actions From Previous Meeting		
	none		
3.	DNA figures		
	Mr Sohal reported on DNA figures. A comparison was done on DNA figures on a monthly basis and it showed improvement in the DNA figures since introducing the text message service. The staff at the practice looks at the daily appointments and all DNA's are followed up by a phone call and this has helped in reducing the DNA figure. Mr Kanabar requested if the DNA data can be available at our meeting on regular basis.		
4.	Newsletter		
	No progress so far.	Outstanding (JP/VM)	
5.	PPG Forum		
	No report was produced yet from the meeting . It was agreed that when the minutes of the meeting are sent to the Practice Manager they will be forwarded to the PPG members.	N/A	N/A
6.	On line booking		
	On line booking is now up and running. There are posters in the waiting room at both sites informing patients on how to access the service. Mr Kanabar informed about training sessions that are run at the Centre where he works, that can help people on how to book appointments on		

	line. Mr Kanabar asked if members were aware of the NHS choice website. The website is about information on your GP services and patients can put their comments on it.		
7.	Website		
	Jitesh will contact the member of the HIS team to come to Halsbury Street and help sort out the issues regarding the website. Dr Kumar authorised Mr Sohal to help Jitesh and resolve issues around getting the website up and running.	Outstanding [JP&HS]	Next meeting
8.	Survey Questionnaire		
	Survey questions were all completed and members agreed to meet on 12.2.14 to analyse the results and come up with the action plan and feed back to the Practice. The practice needs to submit the report to PCT by 31.3.14.	Outstanding	Next meeting

Date of Next Meeting: 26.3.14 at HS at 6:00pm