

GROVELANDS & GRENOBLE MEDICAL CENTRE  
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Patient Participation Group (PPG) Meeting

Date: Tuesday 28<sup>th</sup> February 2017

**Attendees:**

Mr Stephen Wells (SW) - Chair  
 Mr Ray Hill (RH)  
 Mr Frank Bocchi (FB)  
 Dr A Bhagat (AB)  
 Ms Samantha Cripps (SC)

**Apologies:**

Mrs Rosemary Maduiké (RM)  
 Mrs Pearlíe Esteen (PE)  
 Ms Helen Kacouris (HK)  
 Mr Barry Kelland (BK)  
 Mrs Janet Renton (JR)

Agenda Item	Action by	Due date
<ul style="list-style-type: none"> <li>- Welcome and introductions</li> <li>- Minutes of previous formal meeting 22 November 2016</li> <li>- CQC report</li> <li>- Action Plan</li> <li>- Structural improvements</li> <li>- Patient Survey</li> <li>- Any other business</li> <li>- Next meeting (date and location)</li> </ul>		
<p><b>Welcome and introductions</b></p> <ul style="list-style-type: none"> <li>- The Chair welcomed Samantha Cripps, who was taking minutes.</li> </ul>		
<p><b>Minutes of previous meetings</b></p> <ul style="list-style-type: none"> <li>- The group reviewed minutes of the previous meeting</li> </ul>		
<p><b>DNA Update</b></p> <ul style="list-style-type: none"> <li>- AB reported that the practice was considering an automated DNA messaging system from iPlato who already provide patient messaging to the practice.</li> <li>- The new system will be implemented after the year-end, but we need to decide exactly what the message is to patients.</li> <li>- FB, RH and SW agreed to provide suggested text for two stage messaging for DNAs.</li> <li>- FB, RH and SW also to develop message to all patients outlining the new system.</li> <li>- RM to liaise with iPlato, the messaging system</li> </ul>		
	FB	3 April
	RM	April/May

providers.		
<b>Patient education</b> Agreed action complete on this, except for maintenance and regular updating of the television screen messages	RM	April/May on-going
<b>CQC result</b> <ul style="list-style-type: none"> <li>- AB updated the team on the outcome of the recent CQC inspection; which was carried out on 2<sup>nd</sup> June 2016. The result is 'Good'. AB indicated that no GP practice in Greater London has achieved the higher rating of 'Outstanding'.</li> <li>- AB further updated the team on the areas highlighted for action in the inspection report <ul style="list-style-type: none"> <li>- Surgery business continuity document needed updating.</li> <li>- Hearing loop to be installed at all surgery sites</li> <li>- DBS (formerly CRB) check of a clinical staff</li> <li>- Improve access to the disabled entrance at the Grovelands road surgery site.</li> </ul> </li> <li>- AB confirmed all above actions are already in hand, or there is a plan in place for structural work to meet all requirements.</li> </ul>		Action complete
<b>Structural improvements</b> <ul style="list-style-type: none"> <li>- AB advised that the planned work had been approved by the Clinical Commissioning Group (CCG), but would be scheduled for the new financial year, 20117/2018.</li> <li>- The draft newsletter already prepared will be updated when a start date and work programme have been confirmed.</li> <li>- Other communications to include posters in surgeries/website pages and text messages to patients' mobile phones.</li> <li>- The work will include re-decorating where necessary, but it is unlikely that funds will be available for updated waiting room furniture.</li> </ul>	RM  RM, with PPG support	To be decided
<b>Patient Survey</b> <ul style="list-style-type: none"> <li>- The survey will be done after the planned structural work has been completed.</li> <li>- The Group agreed to explore ways of <ul style="list-style-type: none"> <li>(a) making the survey shorter and</li> <li>(b) using IT (e.g. surveymonkey)</li> </ul> </li> <li>- Patients should be able to complete the survey using the technology with which</li> </ul>		



