

**Minutes of Kingswood Health Centre Patient Participation
Group (PPG) Meeting
Held on Monday 20th November 2017**

Chair: Margaret Adams
KHC Present: Nicole Canty-Davis, Rachael Bridges (minutes)
PPG Members Present: 6

Welcome and Introduction

Margaret Adams introduced herself as current chair and an attendance sheet was signed by all those present.

Matters Arising From Last Meeting

There were no matters arising from last meeting.

Friends and Family

KHC had 95% positive feedback for August 2017

96% positive feedback for September 2017

88% positive feedback for October 2017

Margaret explained Friends and Family purpose to new members and showed them the forms.

It will be discussed at next meeting if PPG members will continue to support F&F by coming into the surgery to hand out forms.

DNA (Did Not Attend)

The figures for appointments that patients did not attend at Kingswood Health Centre up to the end of October 2017 were a total of 1695 lost appointments.

PPG members suggested a letter should go out to patients if patients DNA on several occasions. Nicole explained that we do have a letter system in place.

Any further ideas on this would be welcome at the next meeting

NEW BUSINESS

PPG survey Results

The 2017 PPG survey was carried out to understand if KHC patients were aware of the PPG and how it works as a group with the practice to improve services where deemed appropriate.

The survey was mainly conducted during September and October during the annual Flu clinics which are held on a Saturday morning. It was agreed that this had been successful and that questionnaires were completed by varied cross section of patients.

An information leaflet was also available to patients when the questionnaires were given out informing them of the PPG's aims and terms of reference.

Gerry went through the results with the group but will collate these into a full report which will be made available to all members in due course.

Margaret and the other members thanked Gerry for all her hard work in collating the survey information.

New Zebra Crossing

Proposal from a PPG member, who was not able to attend, that a Zebra Crossing be available at the top of Alma Road as it was felt that this potentially was a very unsafe place to cross and the member wanted to request that the PPG write a letter collectively supporting this.

Some members felt that this was not an ideal place for a crossing but agreed there was a problem with volume of traffic at this junction.

South Gloucestershire Council have given a reference number to the proposal and PPG members were advised that they could write individually to the council if they wished to support the proposal.

Margaret will write a letter to the local MP to hopefully engage support.

Nicole will raise at the next practice meeting with the GP Partners and if they are in agreement then Kingswood Health Centre will also write a letter to support this.

4PPG cluster meeting

A brief explanation was given to the meeting regard the 4PPG meeting. This is a collective meeting with members from the PPG from Cadbury Heath, Close Farm, Hanham and Kingswood Health Centre attending.

Kingswood Health Centre will host the next meeting with a date of
FRIDAY 26/1/2018 11am – 12 am

AOB

Nicole discussed the CQC (Care Quality Commission) inspection which is conducted every 5 years.

Kingswood Health Centre was inspected in August 2016 with results being either GOOD or OUTSTANDING in all areas.

The CQC have advised that 20% of all surgeries will be inspected earlier than the 5 year guidance. The practices chosen will be ad-hoc.

Nicole informed PPG members that we continually strive to keep standards high and work closely with any new guidelines received by the CQC and that we intend to conduct our own 'mini' inspection early in 2018 to ensure that our standards and expectations are continually being met.

Nicole advised the next Kingswood Health Centre Newsletter would continue to have an article regarding the PPG and its aims.

Proposed Date of Next Meeting – Tuesday 20th February 2018 @ 2pm

