

DERBY ROAD HEALTH CENTRE

Patient Participation Group Meeting “Your Voice”

Monday, 13th September 2016 at 2.30pm

Minutes of the Meeting

Practice Attendees: Nikki Wood (Practice Manager)
Anna Benner (Practice Assistant)
Gemma Veck (Temp Assistant Practice Manager)

Patient Attendees: Robert Kirkwood (Acting Chairman), Stephen Hyde, Patrick Randle, Mary Stokes, Mr Darshan and Mrs Harbhajan Nunwa, Phillip Pendleton

Apologies: Dawn Hazle, Glynis Randle, Keith Morris, David Ward, Margaret Gothridge, Ann Ceurstemont Corrine Hayes

Agenda:

1. Apologies & Introductions.
2. Election of Chair – attendees duly voted Rob Kirkwood. Additional votes cast by Margaret Gothridge and Ann Ceurstemont prior to meeting.
3. Report from DRHC re CQC – Nikki explained that we are appealing the CQC decision that DRHC were rated as ‘good’ and argue the practice should be rated ‘outstanding’. Awaiting CQC response.
4. Minute Taking – Suggested members take it in turns to write the minutes of meetings.
- 5 & 6 DRHC & NAPP Membership – Rob explained the change in role for the group and its membership with NAPP.
- 7 Frequency and Timings of Meetings – With a more pro-active approach within the group it was suggested that more meetings per year were needed.
8. PPG Membership & Communication – the group will start a campaign to try to recruit new members and be more interactive with patients to represent the needs of all patient groups and ascertain feedback for the practice.
- 9 & 10. What are we for? And what do we do next? – Members of the group volunteered to attend the flu clinic in October to meet with patients and obtain their views and opinions of the practice.
11. Any other business – Phil spoke to the group regarding his work with the ICU and is working towards setting up a support group here in Nottingham with DRHC as the venue.
12. Meeting time – to be agreed/advised.