



## Patient Participation Group Meeting Minutes

Date of the meeting held: Thursday 5<sup>th</sup> December 2024

Meeting Chaired by: Dr Kuti

**Attendees: Dr Kuti, Dr Saber, Silvia, Care Co-ordinator, MW, GR, SC, CGL, LR, DG, CF, DF, BB, JG**

**Apologies: Rachel Bowyer PM, PB, ER, AW, SF, IL, VG, BC, KA, JF, DR**

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**Dr Kuti and Dr Saber welcome the group.**

### **Key Point Discussed:**

Dr Kuti explained the CQC update, the inspection went quite well, being open with them with what has happened in the practice and what happened in the previous inspection. Dr Saber gave a big presentation summarising the changes/improvements. CQC spoke to some of the members of staff. Overall, it was positive feedback. Rachel passed a mountain of information over to CQC to go through with an official report in 50 days.

GR asked if there will be another rating? Dr Kuti confirmed yes, and it will be a great improvement from the last rating.

Dr Kuti went on to say the practice had been through a lot in terms of recruiting, one of the practice ambitions is being a training practice for trainee doctors and students, with a positive outcome with trainee doctors wanting to work at the practice.

DF asked about Citizen Advice Bureau if they had started at the practice, I, Silvia confirmed they have, every other Tuesday, patients can call the practice to book an appointment.

Linda asked does the practice have an annual review, Dr Kuti explained as a practice it receives feedback from patients for improvement.

SC asked about GP feedback, Dr Saber explained about a 5 yearly revalidation, demonstrating that they are learning and making improvements. Dr Kuti went on to say doctors need to do annual appraisals for revalidation, send out questionnaire to certain patients. CGL asked how patients are selected, Dr Kuti confirmed it is consecutive patients that are seen, emails are sent out to patients and colleagues.

DF mentioned rating reviews for the practice, Dr Kuti explained the different types of reviews there are, google review, NHS review, then you have the internal reviews such Friends and Family.

Dr Kuti explained about the ballot to vote for Chairperson and Deputy Chairperson. There are 3 members who have put themselves forward for Chairperson and Deputy Chairperson: LR, JG and CG L. An email will go out to the non-attendees to place a vote. Nominations are placed in a secure box and will be announced at our next PPG meeting.

***The PPG is a representation of collective thoughts and ideas on how to improve a practice through collaboration with patients. We would suggest that any patient with a specific concern contact the practice directly to review this within GDPR guidelines.***



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***As a member of the PPG you will have access and insight into the operations of the practice, personal circumstances should not be raised within an open forum, but rather highlighted independently of the PPG meeting in an appropriate manner.***

**\*\*NEXT MEETING WILL BE HELD IN MARCH 2025 TIME & DATE TBC\*\***

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### **Action Plan Agreed:**

1. PPG members to discuss nominated Chairperson and Deputy Chairperson
2. Patient Group Consent Form to share contact details.
3. Any improvements on the PPG board
4. Thoughts, for the next meeting to talk about.