

**KUMAR MEDICAL CENTRE
59 GRASMERE AVENUE
SLOUGH
BERKSHIRE
SL2 5JE**

Minutes of the Patient Participation Group

Date : 12th December 2015

Venue : The Surgery

Time :11am

Members Present :

Mr M.Mohan Chairman

Mr. R. Jasdhoal
Mr. Shyam Chawla
Mrs. Kulbir Gill
Mrs Savita Mohan

Apologies :

Mr.S. Rao
Mr.D.P.Verma
Mr. D.Masters
Miss Natasha Wahie
Mrs. R. Kullar
Mrs Cristina Barella

Practice Representatives :

Apologies from Dr.H.Kumar –working at the Cluster
Poonam Kumar Practice Manager

The minutes of the meetings held on 15th August 2015 were discussed and approved by the Chairman.

The practice manager informed the group that the proposal to use the savings fund from the medicines optimisation scheme to part fund for a new telephone system was rejected by the East Berkshire Prescribing team. The partners were made aware of the decision and in the new year the practice will decide on the provider for the new telephone system.

Practice Survey 2015-2016

Practice surveys are an integral part of patient feedback and the improvements that the practice can make based on the feedback received. The questions to be included in the practice annual survey to be conducted for 2015-2016 were discussed by the members.

Action To be Taken : based on the discussion for the questions to be included practice will prepare a draft of the survey questionnaire and forward it to the chairman for circulation to other members for its final approval.

Month of the Survey:

It was agreed that the survey should be carried out in the middle of January 2016 so that there is enough time available to collate the results and discuss it with the PPG members.

PPG members involved in the annual survey :

The members of the PPG agreed that they would come on the following dates to the practice and help the patients to fill the questionnaire. The following is the rota agreed :
Monday 18th January 2016 and 25th January 2016 – Mr. Mohan and Mr Jasdhoal
Thursday 21st and 28th January 2016 pm _Mr Shyam Chawla
Friday 22nd and 29th January 2016 am –Mrs Savita Mohan

The group would talk to the patients about the Practice PPG and hopefully recruit more new members.

2. FRIENDS AND FAMILY TEST :

The group were made aware that the results of the friends and family survey were linked to the ratings on the NHS choices website.

The group discussed the results of the friends and family survey for the month of September, October and November 2016.

They were pleased with the comments and the results of the survey.

ACTION : To continue the survey.

3. KMC HEALTH AND WELL BEING SOCIAL CLUB

The club is running on the 2nd and 4th Wednesday of every month from 2pm to 4pm. The group decides the topic one week in advance and all the members of the group bring information which is shared and discussed among the group. During the last meeting it was agreed that a leaflet with important information write up would be done on the topic and leaflets placed in the practice for the Since the group was formed the following topics have been discussed:

1. Exercise class : Gentle sitting exercises for the elderly and for the housebound.
2. Hypertension and Salt intake. Exercise
3. Carbohydrates in different foods mainly with reference to sugars stacks in foods.
4. Different types of fats-Good and bad fats
5. Nuts-Good and bad

The group discussed ways to improve the attendance :

- reduce the session to an hour.
- To change the timings as most of the people attending the group need to go and pick up their grandchildren. Hence it was agreed that the group timings will be changed from 1.30 to 2.30pm.
- Poster to be displayed in different languages.

Action :

Mr.R.Jasdhoal to help to translate in Punjabi

Mrs S.Mohan to translate it in Hindi

4. **Newsletter** : The group decided that a newsletter should be taken out every quarter.

6. Christmas Party:

On behalf of the practice the practice manager invited the members of the PPG group to their practice Christmas party. This would be an opportunity to say a thank you for the hard work that the PPG members do throughout the year and also to meet with the whole practice team.

ACTION :

_Practice Manager will forward an invitation flyer with the details.

NEXT DATE OF MEETING : Saturday 12th February 2016.,.