**Minutes of Wigston Central Surgery PPG Meeting Held on Monday, 13th January 2020**

**In Attendance-** Andrea Stevenson, John Stevenson (in the chair) (JSt), Bill Randell, Judy Warner, Chandrika Patel, Jane Sinfield (Practice Manager) (JS), Dr S Ravat, Bill Pickering, David Hedges and Vivienne Hedges

**Apologies-** Apologies were received from Rebecca Smith, Judith Wilson and Sarah Feeney

**Approve Minutes of Previous Meeting-** The minutes of the last PPG meeting held on 8.7.19 were distributed and approved.

**Matters Arising**

‘Message to Matron’ JSt has adapted the ‘Message to Matron’ postcards that are to be left on the lower reception desk in the surgery for patients to feedback their experience of Wigston Central Surgery. CP offered to get the postcards printed in colour and on card instead of black and white paper copies as they will look more appealing and noticeable to the patients to leave feedback. BP has made a collection box for the postcards. The PPG agreed that the collection box should be mounted on the wall next to the repeat prescription request box just inside the entrance to Two Steeples. The ‘Message to Matron’ postcards will be collected by the PPG and will be read/acted on at ongoing PPG meetings.

**Bulb Planting**

Wigston and Oadby Council donated another 400 bulbs to The Two Steeples Medical Centre site. This is to do with the Pride of the Borough initiative run by the council.  Many thanks goes to BP who has planted them around the site and in the donated planter and, will hopefully add to the colourful display in the spring along with the bulbs that were donated by the council in 2018.

**Updates from Jane Sinfield (Practice manager)**

* JS updated the PPG on the new SystmOne computer system that was installed May 2019. She said generally it was running smoothly and all the staff and GPs were getting familiar with using it. JS said that staff are still learning, as the system is forever changing and being updated. JS reported that ultimately everything will be focussing on patients accessing GP services online.

VH asked why two patients living at the same address couldn’t use one device to order both of their repeat prescriptions. JS said this wasn’t the case. The system did not register IP addresses but each patient must have their own email address to access online services. IP addresses are not relevant.

* Staffing : JS updated the PPG with changes to staff in the last 6 months. Marija Sirovica retired from the practice in December after 14 years. On behalf of the staff and patients the PPG wish her a long and happy retirement. The surgery has appointed and welcomed two new receptionists: Lorraine Radcliffe and Molly Moore. Receptionist Kay Rathod has also left the surgery.
* New Specialist Services Reception desk: JS reported that the surgery has appointed a full time receptionist to run the outside specialist services reception desk on the ground floor and to direct their patients to the correct floor/room. JS was happy to report that 90% of the spare rooms in the building were now being utilised by outside agencies and that the minor surgery room is in use 75% of the time.
* Practice Manager to Retire: JS informed the PPG that she is to retire on 1st May 2020. The partners have advertised the job and are now in the process of interviewing for the role. JS is hoping to introduce the new Practice Manager at the next PPG meeting in April. JS said she will fully support and train the new manager and will be coming in to help out to ensure a smooth transition for all concerned
* Healthy Living Awareness Event: At the last meeting the PPG was hoping to run a healthy living awareness event in 2020. Since then JS has attended a meeting at OWBC. The council has run an inequalities survey and has found out that inequality is a bigger issue in South Wigston that in Oadby and Wigston. South Wigston Health Centre is planning to run a Health fayre to try and address some of the problems. JS suggested we run an awareness event together. JS is waiting for an update from OWBC following a council meeting on 14th January. JS will report back to the PPG at the next PPG meeting.

**AOB**

AS asked JS about a survey she saw a patient completing whilst attending open morning surgery. JS explained that some students were carrying out a survey to see how long on average a patient has to sit and wait to be seen by a GP or Advanced Nurse Practitioner. The result was that on average patients have a 48 minute wait. AS said it is better to sit and wait at open morning surgery rather than wait 2 weeks for a booked appointment.

See attachment to the minutes for survey results.

DH asked if the practice had the facility for monitoring the effectiveness of the cleaning team at the Two Steeples Medical Centre. He asked what the cleaning team were responsible for. JS explained all of the communal areas and the individual rooms. Nurses are responsible for cleaning their own trolleys and equipment. DH expressed some concerns about what he had witnessed as a patient. JS said the cleaning team were an external company and JS and BR were aware of issues with the standard of cleaning. JS has spoken to the cleaning company about the issues and the situation is being reviewed again in a month’s time. The practice needs to be clinically safe and the company must carry out’ the best job for the people they serve’

CP raised the issue of changes to patients repeat prescription medications. JS explained that the practice’s own pharmacist reviews medication ultimately to save money but not to the detriment of the patient. If a patient has a problem with the new medication not being suitable they should inform the practice and speak to a GP.

**Dates of Future PPG meetings**

**20th April 2020 5pm**

**29th June 2020 5pm**

**5th October 2020 5pm**