MAIDA VALE MEDICAL CENTRE

AGM of the PPG 6th July 2017

Attendance: D Xhixha, A Nolan, S Homewood, J Green, L Choudary- Salter, B.O’Neill, G Jeffrey

Apologies, J Smirl, Mr and Mrs Birtles.

1 . Stephen Chaired the meeting to begin with and welcomed all, but expressed disappointment at the attendance.

2. Minutes of the last PPG meeting were agreed.

3. Election of Chair, Deputy and Secretary. Stephen expressed the wish to stand down as Chairman due to other commitments. Lena agreed to take over as Chair for this meeting and for the next year, Brian as Deputy and Stephen offered to act for this meeting as Secretary. Stephen agreed to carry on as a member of the Users Panel of the CLCCG, depending on the outcome of current discussions-see below.

4 Items from previous minutes. None other than on the agenda.

5.Practice Reports.

No podiatry services from April 17 it seems will be offered by CLCCG, with some exceptions. Focus on maintaining health, rather than new patients. This may be challenged and ask GP to refer again.

CCG Report re visit on 4th July-Previously in July 15 report was practice requires Improvement, but now rated as Good. PPG offered congratulations to all at the MVMC on this. Donika offered to circulate the presentations made to the CCG. ACTION.

It was suggested that the practice carried out a new patient Involvement Survey of patients.

It was agreed to try again to invite a member of the medical team to next PG meeting. Lena offered to write to the practice. ACTION.

Despite the problem of funding, the MVMC had agreed to extend opening hours, and keep late openings on Tuesday and Thursday by appointment only. Thanks expressed to Dr Wright for this.

Out of Hospital services-Blood Tests now to go elsewhere, should be Randolph, but not yet known if this will happen. PPG expressed grave concerns about this. It might be at the new practice in Westbourne Grove. It was agreed to complain to the CLCCG and raise it at the Users Panel when next meet. ACTION.

New part time Nurse appointed, available each day except Tuesday. ??

Community Dermatology is to cease-not sure of date. Service taken back to hospitals. Not clear why this change. More information needed as to new system.

Other Reports. Lena and Stephen made brief reports as to the CLCCG Users Panel. The Panel and its role seems unsatisfactory and not very effective in the Panel’s view and major changes are being discussed at workshops currently. Outcome is unclear but strong feeling that the influence on policies is very low. There has been a failure to properly inform the patients users early enough and to provide support to the patient volunteers to have useful participation, although this is partly due to constant changes at national level.

6. Recruitment of PPG members. Stephen had written to all who had shown interest since the last meeting, but none had attended. Lena will contact them to enquire if they are still interested. Discussion again as to how to engage with more patients. A later start would be tried at the next meeting to see if that helped attendance. ACTION

7. Patients Reports. None other than on agenda. Some discussion of the issue of preventative medicine and one issue was that of Air Pollution in the area and what could be done. Stephen agreed to raise with local WCC Councillors as to traffic speed controls which might help. ACTION..

8 Patients Complaints. Go first to Donika and then follow the system as on MVMC web site. Reported that last year there were 8 complaints, of which one was serious, but all were dismissed

9. AOB. Stephen was thanked for helping to re establish the PPG and Lena thanked for offering to take over as the Chair.

10. Next Meeting. 3rd October 2017 at 6.00 PM.

SH September 2017.