

## Brant Road Patient Participation Group Meeting

1200 hrs 12<sup>th</sup> April 2016

### Attendees

Ivan Kingswood - Chair (Standing Down)  
Daphne Thompson - Chair Elect  
Alice Hulyer - Vice Chair Elect  
Colin Fiske - Secretary Elect  
Vicki Daniels - Practice Administrator  
Ann Bell  
Lesley Johnston,  
Helen Knaggs.  
Michael Hulyer  
Brian Entwistle

### Apologies:

Karen Simpson - Assistant Manager

<b>AGENDA POINT</b>	<b>ACTION</b>
<p>The Chair welcomed everyone to the meeting. Apologies were received from Karen Simpson.</p> <p><b><u>Minutes of last meeting</u></b></p> <p>1. The minutes of the last meeting were agreed by the committee and will also be brought forward to the next AGM. (<b>Action:</b> Secretary)</p>	<p>1. Bring AGM minutes back to next AGM.</p>
<p><b>2. <u>Election of Officials</u></b></p> <p>The Chairman stated he was standing down and that the committee needed to elect a new Chair, Vice Chair and Secretary and called for nominations.</p> <p>Following discussion, Daphne Thompson was elected as Chair, Alice Hulyer was elected as Vice Chair and Colin Fiske was elected as Secretary.</p> <p>The new Chair thanked Mr Kingswood for his work as Chairman. Vicki Daniels stated she would email the new officials the Terms of Reference for the PPG. (<b>Action:</b> Vicki Daniels)</p>	<p>Vicki Daniels</p>

**3. Care Quality Commission Visit**

Vicki Daniels stated that the surgery was being visited this week by the Care Quality Commission (CQC). CQC cards were handed out to attendees with a request to complete them before Thursday.

The CQC had also asked to meet members of the PPG Committee at 1100 hrs Thursday 14th April and Mr Kingswood, Mrs Hulyer and Mr Fiske agreed to represent the Committee. (**Action:** Kingswood/Hulyer/Fiske)

Mr Kingswood, Mrs Hulyer and Mr Fiske

**4. Any Other Business.**

Mr Entwistle advised he was standing down and would no longer attend future PPG meetings. The Chair thanked him for his work on the Committee and wished him well.

Vicki Daniels stated that a representative from the Springcliffe Surgery had been invited to attend the meeting but she had heard nothing since. She added that there was still uncertainty whether Springcliffe and Brant Road Surgeries would merge.

Helen Knaggs stated she had received a complaint about the surgery. Following discussion she was advised that any complaints must be raised direct with the Surgery and were not within the remit of the PPG.

It was highlighted there was a continuing fault with the Ladies toilet and Vicki Daniels advised she would action repairs. (**Action:** Vicki Daniels)

Vicki Daniels

A discussion took place at the length of time calls for appointments were taking in the mornings. Vicki Daniels stated that appointments to see a GP can be made in advance online but unfortunately appointments for Nurse Practitioners cannot be done online.

The meeting closed at 1255 hrs. The next meeting will take place on Tuesday 14<sup>th</sup> June at 1200 hrs.