

**Patient Participation Group (PPG)**  
**Meeting Minutes**  
**Wednesday 19<sup>th</sup> May 2021 at 11am**  
**Mitchley Avenue Practice (via Zoom)**

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Attendees:	Meryl Doherty (Practice Manager)	Apologies: Donna Coleman (Secretary)
	Pat Magill (Chair)	Jean Watkins (Patient)
	Helen Wiggins (Patient)	
	Roger Wiggins (Patient)	
	David Scott (Patient)	
	Arnold Butler (Patient)	
	Sue Fairchild (Patient)	
	Jennifer Bates (Patient)	
	Brian Fox (Patient)	
	Jenny Banner (Patient)	
	Janice Magill (Patient)	

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**1. Welcome & Introduction**

**PM** opened the meeting by thanking all attending participants; relaying apologies received and ran through the agenda.

**2. Practice News**

**MD** advised that there had been lots going on at the surgery; a new consultation room upstairs, a regular physio would be at the practice every Wednesday morning and along with internal improvements there is now extra office space upstairs.

**3. CQC Inspection**

**MD** ran through details of the preparation for the forthcoming CQC inspection which takes place from 21<sup>st</sup> to 27<sup>th</sup> May. **MD** expressed confidence that all previous concerns had either been addressed (or were erroneous) and that for this inspection the practice is better placed to provide evidence of procedures and information. When asked if there was anything that the PPG could do to help with preparation **MD** requested that members could encourage friends and family registered with the practice to provide feedback on the CQC website.

Unfortunately due to Covid restrictions it had not been possible to have questionnaire cards in the waiting room which older age groups seem to prefer over communicating online.

**HW** confirmed that she would encourage friends to endorse the practice and **SF** also mentioned a friend who had recently verbalized her gratitude to the practice who she would ask to add her endorsements online.

**PM** mentioned that he has an online meeting arranged with the CQC inspector on Monday 24<sup>th</sup> May. **AB** referred to the previous inspection report and the frustration that the misrepresentation of the previous report has not been updated. Whilst this frustration was shared amongst members of the PPG and practice staff **MD** wants to focus on the positive aspects i.e.: more staff, building improvements, excellent Covid vaccine record. **DS** asked if all things had been addressed **MD** again cited improvements such as updated telephone systems, more timely response to patient feedback, fire drills and other procedures.

#### 4. Any other business

**PM** asked if there was anything that could be done to help maintain the practice website **MD** said that this was in hand. It was hoped that by the time of the next meeting members might be able to meet in person and would consider meeting at a time of day that might make the meeting more accessible to a wider demographic.

**MD** is hopeful that 'post pandemic' there may be more opportunities for the PPG to become more actively involved in the practice, for example collating feedback from patients in the waiting room to increase inclusiveness for those who may not use the internet. **PM** asked if the new staff members could share their past experiences of PPGs at former practices. **MD** suggested a survey to identify patient needs, and to look at things like loneliness and social care.

**AB** remarked how the practice is way ahead in customer satisfaction – one of the benefits of being a small practice.

**DS** suggested recommendations to wellbeing organisation's such as Croydon Ramblers (<http://www.croydonramblers.org.uk/>) should be encouraged, making patients more aware of a range of community activities

The meeting ended at 11.40am.

**The next meeting date is provisionally Wednesday 18th August 2021 @ time and venue tbc.**

At the end of July PM will establish member availability to agree a convenient date/time/place.