



The Rushey Green
Group Practice

The Primary Care Centre, Hawstead Road, London SE6 4JH
Email: lewccg.g85633-general@nhs.net Tel: 020 7138 7150 Fax: 020 8690 7185
Text: 078 0000 9656 Follow us on twitter.com/RGgrouppractice Website address: www.rusheygreengp.org.uk

DR JUDY CHEN MRS. GILL SULTAN DR ALBERTO FEBLES

ASSOCIATES: DR SAM SHAW-DR DAVID DAVIES-DR ANJA WILTON - DR ANITA BELGAUMKAR – DR DIL VAHIDOVA
DR SYREETA DAW- DR NUALA HALE – DR PETER COPNALL

PRACTICE NURSES: ANN ENRIGHT – YEMISI BROUGHTON – KEMI ODUMALA – STELLA ODESANYA

Patient Participation Group Meeting December 3rd, 2014 7pm – 8pm

Minutes

Chair: Patricia Idusogie & Judy Chen

Minutes: Patricia Idusogie

1.	<p>Present</p> <p>Patricia Idusogie- Assistant Practice Manager –PPG Lead Judy Chen - Partner Philippe – from Time Bank</p> <p>PPG Group GW (M) AS (F)</p> <p>Apologies DM MS AL</p>	
2.	<p>Agenda Items Discussed:</p> <ul style="list-style-type: none">• Welcome Attendees• Nominations of a new PPG Chairman• We need two reps for the Neighbourhood Meetings• November DNA 365 and October 517 DNA• Appointments• FFT Started December 1st – more info as to how this will work	PI

	<ul style="list-style-type: none"> • Next meeting date: January 8th 2015 • Misc 																					
3.	<p>Welcome attendees</p> <p>We had a brief recap of the last meeting minutes.</p>	PI																				
4.	<p>Nomination of a new PPG Chairman</p> <p>PI informed the group that we are still looking for PPG Chairman. PI asked the group if they had anyone who they thought would be a good candidate for the position. PI also shared with the group what the requirements are for the Chairman. AS stated that she had a few people that she thought would consider the position. Attached below is the constitution for the PPG.</p>	PI																				
5.	<p>We need two reps for the Neighbourhood meetings.</p> <p>JC had informed the group that we needed two individuals from the PPG to participate in our neighbourhood meetings. JC explained that the representatives from our group would liaise with other representatives from other practices in our zone.</p>	JC																				
6.	<p>November DNA 365 and in October we had 517 DNA</p> <p>PI shared with the group that our DNA figures had changed dramatically from October to November. We are happy for the changes. AS suggested that the reason why October's DNA may have been high was due to the fact the school children had midterms and this is why the appointments were not attended. AS suggested that we look at past records where we had midterms to see if this was a regular pattern. We would be keeping an eye on the February midterm. This was the DNA results shared with the group. PI also shared with the group that text messages were been sent out to remind patients of their appointments. PI also informed the group that text messages as well as letters for those without mobile numbers was been sent out weekly for any patient who failed to attend a pre booked appointment.</p> <table border="1" data-bbox="204 1323 970 1615"> <thead> <tr> <th>MONTH</th> <th>AVB APPTS</th> <th>DNA</th> <th>PERCENTAGE</th> </tr> </thead> <tbody> <tr> <td>SEPTEMBER</td> <td>5561</td> <td>434</td> <td>7.80%</td> </tr> <tr> <td>OCTOBER</td> <td>4970</td> <td>517</td> <td>10.40%</td> </tr> <tr> <td>NOVEMBER</td> <td>5137</td> <td>365</td> <td>7.10%</td> </tr> <tr> <td>DECEMBER</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	MONTH	AVB APPTS	DNA	PERCENTAGE	SEPTEMBER	5561	434	7.80%	OCTOBER	4970	517	10.40%	NOVEMBER	5137	365	7.10%	DECEMBER				PI
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7.	<p>Appointments</p> <p>A lot of comments and feedback have come in from our patients with regards to our appointment system. JC explained that we are constantly looking at ways to improve access to appointments. In the new year we have some options to allow patients to have more access to appointments on the day.</p>	JC																				
8.	<p>FFT</p> <p>PI informed the group of the Friends and Family Test, which is a government initiative and is a contractual requirement for all GP Practices to participate in. PI explained that we have survey sheets which the clinicians will hand to a patient at the end of their consultation and there is box in front of the reception window where the completed surveys can be put in. PI also explained that patients will also receive a text message survey regarding the</p>	PI, JC																				



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	FFT which they will need to complete as well. PI also informed the group that the results will be published monthly locally and that a report will be sent to NHS England monthly as well.	
	Misc JC spoke about the outcome of our CQC inspection. JC emphasised that the report was a good report. JC also advised those present to view the results on our website. JC also shared some outlines from the CQC report. JC also informed the group that some building maintenance would be completed in the summer such as painting of the wood work outside.	JC
	Date of next meeting: Next PPG meeting: Tuesday January 8th, 2015	PI

ACTIONS LOG

Ref No.	Action	Owner
1.10.06.02	Add Constitution and Job Description for Chairman of PPG	PI

PATIENT PARTICIPATION GROUP CONSTITUTION

1) Name:

The name of the group shall be Rushey Green Group Practice Patient Participation Group

2) Objectives:

The objectives of the group shall be to promote the benefit of the patients of the Practice without distinction of gender, race, colour or political, religious or other opinions by encouraging development and quality of health promotion and health care services; to achieve this aim by liaising with the doctors and staff, other community health workers, Health Authorities and other persons or organisations concerned with health care.

The group shall be non-party in politics and non-sectarian in religion. The group shall have power to affiliate to the National Association of Patient Participation Groups and to other organisations with similar charitable objects.

3) Membership:

This shall be open irrespective of political party, nationality, religious opinion, race, gender or colour to any patient of the Practice. Any patient may nominate themselves for election to the Committee at the Annual General Meeting.

4) Annual General Meeting:

Once in each year, in the month of [*Insert Month*], an Annual General Meeting shall be held at which any patient of the Practice shall be entitled to attend. The date of this meeting shall be advertised in the Practice not less than 14 days prior to the meeting. The meeting shall be for the purpose of receiving the annual report from the Committee and the audited statement of accounts; of appointing Committee members; of making recommendations to the Committee and when necessary voting on proposals to amend this constitution in accordance with clause 11; of appointing an auditor for the accounts.

5) Special General Meeting:

A Special General Meeting shall be held if not less than one third of the voting members of the current Committee request it in writing, stating the reasons, to the Chairperson or Secretary. The date of the meeting shall be advertised in the Practice for at least 14 days in advance and must be held within 21 days of receipt of a written request. The meeting shall be for the purpose of altering the constitution in accordance with clause 11 or of considering any matter referred to it by the Committee or for any other purpose.

6) The Committee and Executive:

The Annual General Meeting shall elect 8 members who must be patients of the Practice. Any patient can nominate themselves. At its first meeting after the Annual General Meeting in each year the Committee shall appoint an Executive consisting of a Chairperson, Secretary and Treasurer to which it may delegate any or all of its powers as it from time to time decide.

The Committee shall have the power to co-opt members from time to time provided that the total number of co-opted members does not exceed one half of the total of elected members. Co-opted members who are patients of the Practice shall have an



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equal vote on Committee with the elected members. Other co-opted members shall not have any vote.

All members of the Committee and Executive shall retire annually at the Annual General Meeting but shall be eligible to be elected or co-opted again. Membership of the Committee shall be terminated immediately in the case of any person who ceases to be a patient of the Practice.

7) Voting:

Subject to clause 11 all questions arising at any meeting shall be decided by a simple majority of those present and entitled to vote thereat. No member shall exercise more than one vote. In case of equality of votes the person chairing the meeting shall have a second or casting vote.

8) Quorum:

One third of members shall form a quorum at meetings of the Committee. Eight members shall form a quorum at Annual General Meetings.

9) Minutes:

Minutes shall be kept and the Secretary shall enter a record of all proceedings and resolutions.

10) Finance:

All monies raised by or on behalf of the Group shall be applied to further the objects of the Group and for no other purpose. The Treasurer shall keep proper accounts of the finances of the Group. The accounts shall be audited once a year by a qualified auditor who shall be appointed by the Annual General Meeting. An audited statement of accounts for the last financial year shall be submitted by the Committee to the Annual General Meeting.

11) Dissolution:

If the Committee decides at any time that on any grounds it is necessary to dissolve the Group it shall call a Special General Meeting. If such a decision is confirmed by the simple majority of those present and voting at the meeting the Committee shall have the power to dispose of any assets held by the Group. Any assets remaining

after satisfaction of any proper debts and liabilities shall be applied towards charitable purposes for the patients of the Practice as the Committee may decide and as may be approved by the Charity Commissioners for England and Wales.

12) Alterations to the Constitution:

Any proposal to alter this constitution must be delivered in writing to the Secretary not less than 14 days before the date of the meeting at which it is first to be considered and shall be advertised together with the date of the meeting. An alteration will require the approval of a two thirds majority of Committee members or a simple majority of those voting at the Annual general Meeting. Notice of such meeting must be given in accordance with normal procedures.

No alteration to clause 2 shall be made without the consent of the Charity Commissioners for England and Wales.

This constitution was adopted as the Constitution of the Rushey Green Group Practice PPG at a meeting of the founding Committee at Rushey Green Group Practice, The Primary Care Centre, Hawstead Road, London SE6 4JH on[Insert date]

Signed:

Chairperson

Secretary

Treasurer