**Patient Participation Group Meeting Minutes**

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| **Date/Time** | 23rd November 2017 5pm | **Venue** | Priory View, Meeting room |
| **Attendees PVMC** | Helen Walker (HW), Dr Janine Atha (JA  |
| **Attendees PPG** | Bob Dickson (BD), Sheila O’Connor (SO), David Lunnun (DL), Harry Shields (HS), Kevin Ashton (KA) |
| **Apologies** | Yvonne Clark, Angela Yeoman, Lillian Macfarlane , Brian Brock, |

| **Item** | **Agenda Item** | **Action By** | **Action Date** |
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| 1 | **Review of Previous Minutes**HW reviewed progress on actions from previous meeting. All actions were completed with updates, as follows:The SMS message that patients receive to remind them to attend their appointment was provided. SO said that it was frustrating that you could not reply to the text, rather you had to enter a new number to text back. HW suggested this was due to the system being automated, eg if you text back DECLINE for an appointment it would automatically update the patient appointment book. **Following the meeting, HW can confirm that clicking on the telephone number in the text message will enable the patient to send the DECLINE message back without having to re-type the number.**Monitors in waiting room with patient information have been costed and the intention is to purchase before March 2018. Update: Budgets prevent the purchase of these currently and we will review in the new financial year.The re-painting of the lines around the Disabled Parking bay was completed and this seems to have prevented people who are not displaying an appropriate badge from parking in the area in front of the building. |  |  |
| 2 | **Displaying Patient Information**HW was about to review the information that is displayed and how Priory View makes the information available to patients, and asked for feedback on what information would be useful to display.Some ideas suggested (for both our website and for display at the Practice) included:* Have information available that has been translated into common languages for the area
* Information about each Partner GP and their specialisms
* Display photographs of the team to help patients remember who they have seen.
* Links to Community based services
* Information about our Patient Empowerment Programme and signposting to services
* Clarity on the services offered at the Surgery
* Information about the PPG group and the ideas and suggestions that have been put forward and progress on actions
* Information on key medical/scientific advances with facts to help provide guidance, eg Anti-biotics, diabetes
* Clear pathways for Chronic conditions and the care patients should expect.
* Breaking down information, ie rather than displaying information on number of patients that did not attend their appointment, break this down to show the cost of the problem and if displaying information about patient satisfaction, ensure the number of respondents is displayed.

**Action**: HW will consider all the suggestions and will discuss with the Partners and agree what information we can start to display clearly for all patients. Update: Notice boards have been labelled into specific areas of information such as Statutory Notices, Community Information, Patient Services and notices have been updated. Ongoing  | HW | Before next PPG |
| 3 | **Chronic Condition Recalls**BD was interested to understand what our process was for Pre-Diabetic patients. HW mentioned that the pathway for the surgery to care for Pre-diabetic patients has been approved over the last few months. JA advised that clarity on the pre-diabetic condition has only recently been defined with recommended treatment and coding of the condition for our systems.**Action**: HW agreed to share the process with BD and to also see if this was appropriate to display on patient information boards. | HW | Before next PPG |
| 4 | **AOB**HS said that he was impressed with the blood pressure and weight monitoring equipment available in other surgeries that patients can access in waiting areas and to provide the information to the GP as they arrive at their appointment. HW mentioned that significant financial cuts and the redirecting of money that used to come directly to the Practice to provide equipment to improve patient care has recently been redirected away from the Practice. Finding the additional funds moving forward for this kind of equipment may be challenging.**Action**: HW will investigate the costs and will present to the Partners for consideration and will report back to the PPG. Update: The Partner GPs supported the idea of a blood pressure and weight monitoring equipment but our budget prevent us being able to purchase this currently. We will review this in the next financial year. | HW | Before next PPG |
| 5 | **Prescribing**A number of prescribing issues were generally raised around the delay in receiving electronic prescriptions. JA advised that although prescriptions had a 48 hour turnaround for the GP to sign, GPs at Priory View turned these around on the day. Any delays therefore may be down to the Pharmacy or system to provide the medication.**Action**: HW will look into one example mentioned in the meeting to check where the delay took place and will feed back to the individual concerned. Update: This was an error in the nurses not ordering the required items. I understand our Reception team are ensuring the ordering is taking place on behalf of this patient. | HW | Before next PPG |
| 6 | **Next Meeting agreed:**We agreed to arrange the meeting on a Thursday at 5pm in three months. Date for your diaries is:Thursday 1st March 2018 at 5pm |  |  |