**Patient Participation Group Meeting Minutes**

|  |  |  |  |
| --- | --- | --- | --- |
| **Date/Time** | 12th September 2019 5pm | **Venue** | Priory View, Meeting room |
| **Attendees PVMC** | Helen Walker (HW), Dr Gorrard-Smith (CGS) |
| **Attendees PPG** | BD, KA, HS, SH |
| **Apologies** | AY, LM, SO, DL, KA, BB |
| **Guests** |  |

| **Item** | **Agenda Item** | **Action By** | **Action Date** |
| --- | --- | --- | --- |
| 1 | **Review of Previous Minutes**All actions were completed with the exception of the following:BD suggested that for a wider audience we consider emailing the newsletter. **Action**: HW will investigate the process for compiling an email group for receipt of the newsletter. 13/6/19 KA asked if there was a possibility of altering the practices clinical system to indicate if a patient was interested in receiving a newsletter. **Action**: HW to enquire with the system developers. **12/9/19 HW advised that new patients and for patients asked to review their contact details, we are now asking if they would like to receive a newsletter and the clinical system will code them so that we can email or post a newsletter each quarter.****PPG Funding Bid**HW advised that £200 of PPG funding has been awarded to spend on a notice board to promote the PPG and the progress that has been made based on patient participation.**Action**: HW to purchase noticeboard and start to create a You Said …We Did section. **13/6/19 Just waiting for the wall lights in the waiting areas to be removed to provide wall space for the new notice boards. 12/9/19 no change – awaiting redecoration of waiting area before noticeboard purchased.****Suggestion 1**When a patient has swabs taken can the GP telephone the patient back with the results instead of asking the patient to come down the surgery for them.**Action**: HW to review suggestion relating to swab results with partners. **12/9/19 carry forward.** | HWHWHW | COMPLETEDBy summer 2019, now Winter 2019By Sep 19 now By Dec 19 |
| 3 | **Suggestion Box****Suggestion 1**Could a nurse could be available to take blood test after appointment with GP. This would save time for yourselves and the patient not having to come back.**Response**: HW explained that wherever possible and when staffing levels allow, we do this. SH said he had experienced this a couple of times and was able to have his bloods taken after the GP appointment. So in conclusion, we would always try to do this if staff are available to do so.**Suggestion 2**Fire exit doors should not have restriction key security to prevent access (First floor exit)**Response**: HW mentioned that when the fire alarm sounds, all key security systems unlock to allow quick exit.**Medication Review Protocol** – forward to next meeting. **Action**: HW to prepare protocol for PPG to review during December PPG | HW | Dec 19 |
| 4 | **PPG Member changes**There have been no member changes this quarter.  |  |  |
| 5 | **Newsletter**The Autumn newsletter had been written and circulated. Feedback from the PPG for articles in the Winter edition included a potential article to highlight services at the community centre during Winter. Also an open question to patients asking what they want to see in the newsletter and to post in the Suggestion Box. |  |  |
| 7 | **AOB****PPG in Leeds Event – 9/10/19**HW had circulated information about the City-wide PPG event designed for PPG members. If anyone would like to attend, could they please let HW know so she can get your feedback and ideas for how we can continually improve our PPG meetings and the service we provide patients.**Winter Roadshow – 24/9/19**HW mentioned that Thornton, Armley and Priory together with Armley Helping Hands and a host of local support services and charities are holding a Winter Roadshow at Armley Medical Centre. There will be a PPG stand to try to promote more PPG members. HS and BD volunteered to help man the stand and toencourage more membership, as follows:* HS – 11am – 1pm
* BD - 1pm – 2pm

BIG thank you for your help and we hope to welcome some new members after this event.**Action**: HW will be available from 10am on 24/9/19 at Armley MC and will have some flyers and information for HS and BD to hand out.**Flu Season**HW explained that the first flu clinic will be on 24/9/19 at Armley MC and held by our own Nurse wth patients having pre-booked appointments. Thereafter, our vaccinations arrive on 27/9/19 and we are starting to book clinics throughout October and November which will provide good cover for the peak of the flu season in December.**Telephone System**HW explained that we are likely to have our new telephone system by Dec 19 or Jan 20. HW wanted feedback on what patients would like to experience with the new facilities available. In summary:* Three options for Repeat Prescribing, Booking an appointment and Test Results
* Brief patient information when on hold
* Ideally a time indication on how long you are to wait if there is a queue
* Ideally a further set of options for Repeat prescribing offering Repeat All or Speak to an Operator to allow quick repeats of all medications (HW will investigate if this is possible)
* The number will no longer be “withheld” solving the problem of some patients who do not accept calls from withheld numbers.

**Primary Care Network (PCN) Projects**HW explained further about the PCN and how this is currently set up in Armley. HW explained two of the projects the PCN are starting to consider:1. A “Macmillan” style nurse to support patient and families who have recently been diagnosed with Dementia
2. Mindfulness to help patients with pain relief and to encourage them to reduce use of opioids.

Further information as the projects are designed will be communicated to PPG for feedback and via the website and newsletter. BD was interested if we could provide services to help with the drug addiction in the area. **Action**: HW will take suggestion to the Clinical Director of the PCN.**Health & Wellbeing Power of Attorney**KA provided an example of his wife, as a carer on behalf of someone who was deaf and blind, not being able to request medication on their behalf – this was not at Priory View. KA was interested in how Priory View would support Carers. HW explained that we code carers on the system and put notes to indicate where consent has been provided for carers to request information on behalf of the patient so this should not happen at Priory View. HW also explained a series of improvements the practice was making to support carers in the community and further information will be shared in due course. | HWHW | 24/9/19Dec 19 |
| 8 | **Next Meeting agreed:**Date for your diaries:**Thursday 12th December 2019 at 5pm** |  |  |