**Summary of Actions agreed at February meeting/carried over see action log**

1. Welcome and check-in - 5’
2. Apologies for absence, matters arising not on agenda, confidential items, declaration of conflicts of interest, membership update - 5’ John Bernett apologies
3. Approve minutes **(attached)** and check actions from the December meeting – actions summary below - (PM to propose an Action log like that used at RAPID meeting **(attached)** 20’

Minutes approved no amends.

Paul proposed separate action log all agreed. Paul to provide template to PW

1. FOCUS TOPIC – Terms of Reference review – 30 minutes **(attached)**

Keep a log of tenure PW

give patients a voice in the organisation and provision of their health care

provide a means for patients to make suggestions about the practice JC, Helen and PW Facebook

1. Review draft New Patient Booklet – 15 minutes **(attached)** CJ to amend and add comments
2. Key learnings for MMP and outside organisations: Gt Nottm CCG PPEC, Rushcliffe PCN RAPID Group, WB Neighbourhood PPGs Group, QPDM, Diabetes Support Group, Castle PPG, Healthwatch (**attachment**), NAPP bulletin – verbal PM/MP/JB/JP/all - 20’
3. What are the main [seasonal] reasons people are attending the practice over the last 2 months? (verbal JP) – 5’
4. Access to appointments – on the day, planned, online, extended hours – update – CW/JP – 5’ (

new currently book in advance, book on day when appointments have gone, referred to afternoon triage a success add to FB page. Discuss at April agenda.

1. Recruitment to PPG/virtual PPG/Facebook page for PPG – 5’ PW/JC

give patients a voice in the organisation and provision of their health care

provide a means for patients to make suggestions about the practice JC, HV and PW Facebook

Have a photo taken next PPG for facebook next meeting

1. Correspondence/patient feedback/Friends & Family Test/surveys – 5’

Via facebook page

1. Agree focus topic for April 2020 meeting (tbc Appointments system changes)
2. Facebooks feedback and themes every month
3. Summary of Actions agreed & key messages for Virtual PPG members, Facebook group, Practice TV, RAPID, WB PPGs, WB Wire – 5’
4. Close and depart

 **Dates of 2020 PPG meetings (tbc)**

All meetings commence 6pm, close 8pm, first Thursday bi-monthly

2nd April; 4th June; 6th August; 1st October; 3rd December

**Potential future focus topics to consider**

* PartnersHealth/Rushcliffe PCN local service development initiatives as part of the local rollout of the NHS Long Term Plan **(standing item)**
* WB Neighbourhood PPGs Forum feedback **(standing item)**
* ‘Basics’ and questionnaire
* Common medical complaints, how the practice approaches them, and what patients can do to better manage them – agree schedule
* Antimicrobial Stewardship (wise use of antibiotics)
* Invite Dr Peacheyto address patient survey results as her husband works at St Georges MP (what do they do differently?)
* Prevention (self-care) education as future PPG focus topic. Discuss jointly with CASTLE PPG

**Progress against actions/new actions/ideas for Rushcliffe PPG Conference Please see on action log**

* **CJ** provide monthly NAPP bulletin to all PPG members **add Wanda, Tammie and Petra to list done new members also to be added CJ**
* **CJ** to send via MJog to all 16-21 year olds on practice register asking if they would like to join a MMP Health WhatsApp group (good for their Personal Statement etc) – see previous problem

**Still can’t action**

* **CJ** – agenda item for Jan QPDM – what topics would staff/doctors like highlighting on TV/leaflet rack? To follow up and move to May
* **CJ** - Produce an indexed reference book for patients providing key information for e.g. on the Practices Procedures, On-line Facilities and Self Care advice and Help organisations, add key bits into practice leaflet for new patients and align to whats on the practice website – **booklet always needs updating – 20 new patients per week. CJ needs to look after website when RB leaves from 1-1-2020. Mike has reviewed and added comments for review** PPG reviewed the booklet (December) final amends Feb 2020 CJ to amend and recirculate

**Bit Dated JC, HN and PW to review website and see if they can find the app to review after a suggestion that an app would be ideals**

* **CJ -** re-training reception staff to offer wider range of appointments including weekend appointments – and listen to what patient wants
* **PM/CJ –** check email distribution list and update complete
* **PM** – include prevention (self care) education as future PPG focus topic. Discuss with CASTLE PPG
	+ **keep as future item – awaiting Dr Griffith’s input on behalf of PartnersHealth/PCN. Ask JB, JP to be approached for case study story of walk TW to contact Chris for case study for facebook**
* **PM/Nikki Lucas/PartnersHealth** An opportunity to explore linking TV messages to the new NHS app so patients get pinged a health message on their Smartphone when they enter the practice CJ has discussed with Nikki. Review after plan is written for PCN

**Carry forward to RAPID Group** with Nikki Lucas/

**PM/Nikki Lucas** – centrally coordinate Health Info on TVs via Partners Health **Carry forward to RAPID Group**

**PM contact Elaine Cooper**- Need a MH Patient Support Self help group similar to the diabetes group across Rushcliffe PCN (like the diabetes group). **Carry forward to RAPID Group – directory of support groups please**

**Plus questions about loss of Rushcliffe services e.g. Carers, LLWIR etc, when will they be replaced and will Rushcliffe get access to some City commissioned services e.g. Autism support on referral?**

* **JB** MH resources into leaflet rack- PPG could use our educational resources to support patients to access self help e.g. mindfulness, Headspace app, Couth app, etc. Currently nothing in the leaflet rack specifically on MH support but needs to be. **–JB to organise into themes still to be actioned (as AT has left)**
* **JB** – use JP’s list to order relevant leaflets for patient information racks under key headings
* **JP** Invite Dr Peacheyto address patient survey results at next PPG as her husband works at St Georges MP so she has insight into both practices. (HP joined full time in December as a salaried GP) Still to be actioned maybe arrange a fertilisation meeting with their PPG
* **JP** to revisit practice newsletters now RB has retired Still to be actioned
* **MP** – add content to TV slides in advance of major national awareness weeks and cycle content to keep fresh – **done. Check they’re on the telly!!**
* **MP add actions from this meeting to slides** Googling your condition may not be good for your health – put it on the slides!! It can create an expectation that the doctor then has to undo/negotiate around and can waste time
* **WM** to approach niece Helen re joining PPG virtual etc **– Carry forward**
* **ALL -** Review of the practice self help (spiral bound) booklet by PPG would be useful to ID resources – December agenda item