

Moorland Medical Centre Patient Participation Group

Notes of meeting held on Tuesday 5th November 2019

Present: 14 members, Apologies 7

1. Practice report

The self - assessment of the PPG by Practice was completed and forwarded to CCG on 31-10-19.

Patients are being requested to specify their preferred method of communication and were being requested to complete confidential forms so that their records could be updated in line with NHS new requirements.

Patient Survey would take place from Monday 18th November 2019 with Patient group members approaching patients in the waiting area to complete the questionnaires in addition to requesting patients to complete preferred method of Communication forms to hand into reception.

2. Sub Group –Waiting Room displays

The group are working on a programme of displays over the coming months to support the NHS campaigns recently announced for 2020. Excellent feedback from patients is being received for Flu Vaccination display.

3. Sub group –Disability access

The group have arranged a series of meetings and are developing materials and an action plan for the staff and Practice on a range of disabilities and have already produced materials on Hearing and Sight. They are now looking at physical and learning disabilities with members of the group who have personal experience of a variety of disabilities

4. Problems with Well Pharmacy

A meeting has taken place with the local Pharmacists and the Well Area Manager to try and resolve the problems being experienced by patients. Some progress has been made and the situation is being monitored both by Well and Practice management.

5. Update on review of local Health Services by CCG

It was reported that the CCG have been working towards presenting to the CCG Board their recommendation on 3rd December 2019 but this meeting has had to be cancelled due to the calling of the Election on 12th December 2019. No new date has been announced.

6. Primary Care Network

The Social Prescribing Service and Pharmacist has been appointed and will commence work in early December. A patient engagement event to explain the operation, purpose and role of the Primary Care Network is planned for both Leek and Biddulph in March 2020.