**Minutes of the Park View Patient Participation Group meeting held at 5pm on Thursday 24th October 2013 at New Street, Carnforth.**

**Present**

Sue Evans, Emma Turner, Bill Kitchen, Sue Cox

**Apologies**

George Heaton, Brenda Lynton- Escreet

**New Staff**

Sue introduced Emma (Practice Administrator) and outlined her role as project managing the introduction of Productive General Practice (see below), various enhanced services and the on-going review and compliance with the Care Quality Commission.

Lesley Cole has also joined the practice as Care Management Co-Ordinator. Lesley will be working with COPD patients and other patients with lifelong illnesses, helping them to manage their healthcare and perhaps signposting them to other helpful organisations. Lesley will also be working to reduce hospital admissions by identifying patients who may be at higher risk and looking at strategies to help with their care.

**Privacy barrier**

The privacy barrier at New Street now has an explanatory notice and is working well. A barrier is planned for Park View.

**Practice leaflet and website**

Emma has updated the Practice leaflet and website and would appreciate Patient Group feedback. Please have a look at the website. The leaflet can be downloaded from the website or collected from reception. **(Action – all PGP members, by end of November)**

The latest newsletter is on the website, with previous ones and there is a scrolling banner at the top of the website for topical issues. The Health & Social Care leaflet on care.data and its uses is available at the surgery and further information available on the website. The extraction of data has been postponed until January in response to concerns raised by Practices on notifying patients of how their data will be used and ensuring they have had sufficient time and information to make a decision on whether they may wish to opt out. The practice has done what has been asked of them by NHS England but is pleased there has been a delay in its 8 week notification of roll out.

**Productive General Practice (PGP)**

Emma updated the meeting on PGP, an initiative being piloted in Cumbria. See overview film for background - <http://www.institute.nhs.uk/productive_general_practice/general/productive_general_practice_homepage.html>

Productive models have been used across other parts of the NHS (productive wards in secondary care and productive teams with the community nursing team). The NHS is getting busier, funding is falling and patients’ needs and expectations are rising. PGP should provide practices with a structured toolkit to help towards smarter working, the principle being to free up resources and improve patient care and workload.

**Patient Questionnaire**

PPG members are asked to email potential questions to Sue E or Emma by the end of November. This is urgent as we aim to have the the questionnaire out, returned and analysed in early February. Questions suggested at the meeting were -

* What is important to you (as a patient) in general practice
* What are patient priorities
* What do you want from your GP’s
* Look at issues surrounding open surgeries
* How do we manage DNA’s (did not attend)

**(Action – all PGP members, by end of November)**

The meeting closed at 18:10

**The Next Meeting** will be on Tuesday 4th February at 2pm at Park View Surgery, Milnthorpe.