**Patient Participation Group**

**Monday 3rd July, Buttershaw Lane**

Apologies: KH

Present: AD,JG,CD,DW,BR,AB,RB,ABM,CH,FP

Rhona from Hale social prescribing explained her role, involves signposting patients to other services, it’s a pilot project with a year’s funding from CCG.

AD spoke about his role on The peoples board.

* FP explained about a new prescribing scheme QUIPP-switching 5 generics to save money.

2 reception staff to attend training for understanding the terminology for drugs.

* Dementia service, FP explained will be viewed as a chronic disease, we have 3 nurses who will look after a small group this will be a bespoke service to include family and carers.
* Premises, the alterations to Buttershaw Lane should be finished in the next 2 weeks, very pleased with the results. FP still fighting for funding. AB mentioned that you could hear consultations in the waiting room. FP aware & acoustic panels are to be fitted to the doors.
* Federations: Bradford care alliance additional extended hours Monday to Saturday, Bradford patients did not want Sundays.

TPC we are looking to be involved in the next stage to provide a hub covering 17 surgeries looking at Physio, pharmacy and IT issues.

TPC Fertility services; Calderdale have a better system, we are looking into using their services as an alternative to Bradford.

* A.O.B it was reported that patients are struggling to get through on the prescription line, phone ringing no one answering. It was explained there is 1 clerk & 5 lines coming in & no facility to have a message to advise you are in a que.GP explained that telephone service is not safe & paper script should be submitted.