**PEEL PARK SURGERY**

**PATIENT GROUP MEETING MINUTES**

**DATE: Wednesday 28/08/2018**

**TIME: 1:00 – 2:00**

**Attendees: Dr P Jha GP Principal, Sophia Butt Practice Manager, Dr G Prasad.**

**Members of PPG group present**

**Mr MY, Mr PW, Mrs JC, Mrs AC, Mr NH, Mrs FA, Mrs KA**

Agenda Items:

1. Online Access promotional material, Practice leaflet update
2. Yoga classes, Social Prescriber input, Knitting classes, Collaborative work.
3. Use of VCS organisations Hale input.
4. Services improvement uptake during extended hours. PPG members views on employing another part time nurse due to persistent DNA’s during extended hours.
5. Practice DNA monitoring changes.

1 Meeting was started by introductions by everyone present. The PM started the meeting by informing the PPG members in regards to the meeting’s agenda. This meeting has been scheduled to discuss the outcomes and review of the practice’s access and demand management plans as stated above. Mr PW has designed a self-explanatory online manual with screen shots taken from System online for patients .He has also been explaining the online access to patients whilst in the waiting area. He has also been working together with PPG members with Valley view our neighbouring practice to design a you tube video in Urdu and is currently having some language issues with as it will be in Urdu and English both languages. The e tutorial and the leaflet explains to patients how to:

**Order repeat prescriptions online, Book appointments and is explained a step by step guidance. Mr PW is currently also trying to integrate the practice leaflet with an updated version containing the online info in it.**

2 Unfortunately the YOGA classes will be coming to an end by the end of March as there has been a very small number of contributions been made by the patients and the practice has been funding these classes, there has also been less continuity of attendance from patients as well. The knitting classes and English classes are continue to be popular amongst the patients from both surgeries.

3 Demand for appointments should decrease by 20% will be monitored every 3 months. Community connector from Hale is offering patients a wide range of social and one to one support to patients experiencing Depression, social issues and patients lacking motivation, isolation.

Benefit Advisor from Karmand Community centre sees patients here in the surgery fortnightly.

Patients experiencing social issues ‘s demand to see their GP has decreased by at least 1- 2%.

The practice has referred up to 24 patients to community connector and these patients have reduced the no of appointments they are booking with GP. The benefit advisor is continuing to see patients on fortnightly basis.

Community connectors have been a great influence and a great help to the practice and the practice is proud to a community connector assigned to us.

AOB