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|  | **PPG Minutes****Wed 7th Feb 2018****9.00am-10.00am** |
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| Meeting called by: Practice Manager Ann-Marie Rose  |  |  |  |
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| Attendee’sRazia BibiAnn-Marie RoseWendy Taylor - Chair |
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| **----- Agenda Topics -----****Discussed NHS – GP Patient Survey again and reviewed actions**During Jan- March 2018 some patients will receive a NHS GP Survey to complete. Surveys are sent out randomly to some of our patients and the practice is trying to encourage more patients to complete the surveys. Last year 2017 375 surveys were sent out and only 80 were returned giving the completion rate of 21% the Practice is trying to improve on this in 2018. Information was circulated at the meeting with these statistics on. The group discussed what actions can be taken to help improve the return rate.Updated actions and datesSend SMS messages out to all patients with a mobile and consent – Sent January will be sent again February and March 2048Call board – Message is already on the Call board but it will be updated 31.01.18B Side Prescriptions- Messages to be put on manual prescriptions -31.01.18Staff to ask Pharmacies to promote the survey and draw patients attention to the note on the prescription- ongoingNews letter – include in news letter doneHandouts- To be made so all staff in the practice can give patients details 31.01.18**Access and Demand**The meeting discussed Access and Demand at the practice and how we have implemented change and ways to improve. The team looked over the previous access and demand plans and actions which were submitted to the CCG. This information will be taken away and any ideas and suggestions will be discussed again at the end of year meeting. The Practice is always working on this and encourages all staff and patients to give their views, ideas and opinions on this. We have a comments, compliments and complaints box for patients we also ask them to complete the FFT survey and GP NHS patient survey**GDPR**Discussed new rules for patients and how we handle informationGDPR – General Data Protection RegulationPM Ann-Marie Rose and Patient engagement lead Razia Bibi have been on a training course for introducing the new GDPR guidelines and protocols. GDPR comes int force May 2018 so the practice needs to start working on this straight away.**Network meetings – Patient Engagement****Razia has given us all a copy of the yearly calender for the patient Network meetings 2018**Razia Bibi our patient engagement lead attends Network meetings the practice want to encourage patients to attend these meetings The agenda and meeting details are emailed to Practice Managers and these are sent out to the PPG through the post, the notices are also put up in the practices for any other patients who want to go. Patient engagement leads and other members of reception staff are happy to help with details for this.**FFT Survey** – The practice continues to encourage patients to fill in the Friends and family test **DNA’s In January 2018 the practice had 71 DNA’s**Did not attends were discussedPatients who DNA 3 times within a period of time can be removed from the practice lists.Dr Malik reviews non attenders **Self Care – Update** The practice has created a new display board for self care week with details of activities going on here, Hillside bridge and around the area.**Social Prescribing**The Practice continues to work with HALE on social prescribing, this is where patients can be referred for advice and support in other areas rather than medication. The project has been a success so far and helped with Access and Demand, it encourages patients to look elsewhere for help rather than getting medication for everything. |
| MEXT MEETING DATE – 19.03.18 – Afternoon to encourage more people to attendThe Practice rotates times and dates to suit different members of the PPG team |
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