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|  | **PPG Minutes****Monday 13th November 2017****2.00- 4.00pm** |
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| Meeting called by: Practice Manager Ann-Marie Rose  |  |  |  |
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| Attendee’sRazia BibiAnn-Marie RoseNicola Chalton – HenryPauline DooleyKeith Hunter |
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| **----- Agenda Topics -----****Patient Engagement** **Social Prescribing**March 2017 –Dec2017 – Scheme has an extension new dates to follow and details of funding The practice will receive more information shortly. The Practice feel that patients have benefited from this service and GP appointment time has been saved. The PPG discussed the scheme and the benefits to the practice and patients.NHS – GP Patient SurveyDuring 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.It was agreed the practice would:Send SMS messages out to all patients with a mobile and consentCall board – Message is already on the Call board but it will be updatedB Side Prescriptions- Messages to be put on manual prescriptionsStaff to ask Pharmacies to promote the survey and draw patients attention to the note on the prescriptionNews letter – include in news letterHandouts- To be made so all staff in the practice can give patients details**Self Care week**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. Volunteer agencies are calling in and setting up stalls for the day to meet patients. Razia bibi patient engagement lead works closely with Michelle form Avicenna and they have arranged for a different event each day of the week.Posters also displayed for Staying Safe, Violence against women, domestic violence, disability discrimination, violence at home and against women and children. End Female genital mutilation.**QIP –** In housepharmacist is working with the practices – make sure coding is done correctly, face to face, telephone, emergency.Reduce antibiotic prescribing – our practice is high up the list in Bradford for issuing antibiotics all staff are now aware that this needs reducing. Leaflets are displayed around the practice for reducing antibiotics2 members of reception staff are being trained in Medication/Prescribing**Network meetings –** **Razia attended a meeting last Wednesday 8.11.17 for Celebration Event for patients and staff- Awards**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.Focus On: Extended hours, self care and voluntary sector organisations, how to sup[port patients, NHS going forward, improving services what services need more money and what services can be scaled back.**FFT Survey** – Friends and family test new questions added . the practice has found a reduction in patients wanting to complete this survey as its ongoing and some patients have been asked several times.**DNA’s**Did not attends were discussed, both practices have systems in place for regular patients who DNA and the practice manager follows up. Patients who DNA 3 times within a period of time can be removed from the practice lists. |
| MEXT MEETING DATE – |
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