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| - | **PPG Meeting****Wednesday 18th July 1.30pm****Minutes** |
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| Meeting called by: Practice Manager Ann-Marie Rose Attendee’sJohn SmithKeith hunterPauline DooleyWendy TaylorRazia Bibi PE |  |  |  |
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| **Access & Demand template**The completed access and demand templates have been completed by Practice Manager and the team discussed what the Practice is working on this year and how to improve patient care and service**.****PCH**The Practice is working collaboratively with other practices and are working on improvingChildren ServicesEnd of lifeA&E attendanceThe Practices, voluntary organisations and other services meet every two months to discuss development on these projects.Sarah Rhodes and Dr Javid are the leads for the group**Evergreen App and Orcha – Online Services**Leaflets were distributed for Evergreen app and Mr Smith said he is happy to test it. Practice Manager has downloaded App but needs to get permission from her surgery to use it.Teething problems discussed and Mr Smith said we are losing all face to face and telephone contact by using APP’s this is not a good thing. The App has to be simple for patients to use.**Care Navigation – New system being implemented September 2018**Care navigation was discussed and the template looked at all PPG members agreed a good way to go and offer other services rather GP appointments,**End of life - Dying Matters 14th 15th May**Marie Curie Centre held an open day for End of Life where patients could get up to information. Nobody likes talking about death but going forward it is to ensure patient care and needs are met at every event.The Practice is working with OCH 5 Hubs on end of life and looking at ways on how to improve this process for patients and family’s**Diabetes Awareness 2018 campaign**The Practice continues to work on diabetes prevention with the 9 care process and Bradford beating diabetes.**Measles Campaign**The government has issued figures as Measles is on the rise and Bradford has seen a few cases. If a patient is suspected of having Measles or any other infectious disease they should avoid coming to the surgery. If they do attend we have a private isolated area where they will be seen.**GDPR –** General Data Protection Regulation – Introduced May 2018 and is being advertised and information is being out to patients at every opportunity.The GDPR patient authorisation for someone else to act on patient’s behalf is helping with finding hiddencarers**.****Self Care**Patients are being encouraged at every opportunity to use Self CareSelf Care station has been set up at the practice and a dedicated member of the team Sarina Virdee will oversee this being updated regularly. Patients will be directed to the self-care station. 3 New folders have been made up for patients with information in about the Practice policy’s, Patients information and Organisations they can contact. This keeps everything in one place neatly. The Practice finds that when they have leaflets and paper information displayed on the desk some patients mainly children throw everything on the floor and mix them up.**Carers**The practice is working with voluntary organisations on finding hidden carers. Children who are hidden carers.Discussed Ideas on how to reach out to community better get information to patients, carers, lonely and isolated patientsBernanos services were discussed as they work with Children and young carers. |
| **Any other business**The group asked if the agenda and other information can be sent out earlier than a week before as sometimes they get late and can’t make arrangements to come to the meeting. PM agreed to send out 10 days before meeting next timeNext meeting October 2018Pauline Dooley and Wendy Taylor didn’t get here for the start of meeting but Practice manager spoke to them individually to give them the information they had missed.Apologise by the Practice manager as meeting originally booked for 11.07.18 but the practice had a PCH 5 meeting at the same time so the date had to re arranged. She is very sorry for any inconvenience caused. |
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