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|  | **Clinical Meeting**  **Patient Participation Group Meetings**  **20.03.19** | | |
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| Meeting called by:  Practice Manager  Ann-Marie Rose |  | Note taker: Ann-Marie Rose |  |
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| Attendees:  Wendy Taylor Chair  Razia Bibi Patient engagement lead  Mr John Smith  Sarina Anderson  Pauline Dooley  Apologise  Mr & Mrs Duckett  Apologies David Holt |  | | |
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| **----- Agenda Topics -----** | | | |
| **Ann-Marie Practice Manager Opened the meeting and thanked everyone for coming**  **Pauline Dooley** brought information to the group on Laisterdyke Local history Group which is starting. Pauline asked for the details to be displayed around the Practice for patients to get involved in. The poster will be displayed in reception and leaflets are available for patients to take away. Everyone agreed this was a great project and is just what the group is looking for to invite patients to.  **Razia Bibi** – Patient engagement lead spoke to the group about what has been done this year and Patient Network meetings. Razia asked the group if possible to attend the next one which is at Carlisle Business Centre on the 10th and 11th April 2019 . Pauline Dooley said difficult getting transport and Razia explained that taxi’s will be paid for it patients attend and give receipt in. Jon Smith has attended a couple of these meetings this year.  **ABC Funding –** The Practice has applied for funding of £1000 to ABC Funding Street Life Project  David Holt had arranged to come to our meeting today but has sent apologies for not being able to attend.  The Group talked about using the funding for a Practice Relaxation garden to be established in the middle of Barkerend health Centre, all the group think this is an excellent idea.  The group also talked about getting funding for a defibrillator as the one in the one in the community office is no longer available for practices. The Practice was recently informed they have to buy own. At the moment we do have a defibrillator on site to use but need to buy our own. The group feel this is very important and would use any funding we get to buy this first.  The group also suggested having the training on CPR and defibrillator training for patients. This will be looked into further by the Practice Manager. The group are hoping to be able to cover both projects with funding.  **QCQ Visit** was 10th October 2018 and was successful the Practice got a high Good rating – Thank you to patients and PPG members who the CQC contacted for patient feedback. Sarina and Wendy were both contacted by QCQ and gave feedback for the practice.  Details of Patient Network Meeting Given out 10th and 11th April 2019  Patient Participation & Engagement end of year template – Copy for all members  Access and Demand end of year template – copy for all members  **Wendy Taylor chair signed off the end of year templates**  **Online registration**  Pauline Dooley enquired whether registering Online is the way forward, explained that yes as each year the percentage of patients on our registers has to increase online and by July 2019 the practice has to offer 25 % of appointments online.  The Practice has reached 35.8% for patients registering online  By July 2019 the practice has got to offer 25% online appointments  **Other business : Telephone Lines**  John Smith and Sarina Anderson queried the new phone system asking why it needed to be changed. PM explained that the old phone system was part of the NHS Buildings contract but it has now changed and each practice has to have their own phone lines and systems.  Sarina queried how to get through and says sometimes she rings and gets through then gets an engaged tone and has to hang up and try again. It doesn’t put her in a que! Practice Manager said she will look into this.  The Meeting closed and Practice Manager thanked everyone for attending | | | |
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| **Other Information** | | | |

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|  | | **Clinical Meeting** | | | | |
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| Attendees: | |  | | | | |
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| **---------- Agenda Topics ----------** | | | | | | |
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