**Darley Dale Patient Participation Group**

**Minutes of the meeting held on**

**Tuesday 22nd March 2016**

**List of attendees:-**

Tracey Sigsworth (Practice Manager)

Melissa Smith

Jason Atkin

Terence Kilburn

Iris Wagstaffe

Sally Botham

Robert Hilton

Heather Foot

Deidree Frith

Peter Woolhouse

Norman Rimmell

Lauren Taylor

**Agenda Items**

**Patient Online**

Tracey explained that this is now live and that patients need to request access should they wish to see their detailed coded records.

Feedback from PPG: some terms used are difficult to understand, and potential issue highlighted re vaccinations page.

**Patient Partner**

Tracey explained that we have been selected for a 3 year pilot for this system, which enables appointments to be booked and repeat prescriptions ordered via the telephone system. Discussed how we will need to carefully monitor the number of appointments which we release to this system.

**Website & Social Media Developments**

Melissa explained that she will be undertaking a project in the upcoming months to redevelop the website, and to improve use of social media linked with waiting area displays. (A comment was made about the length of time the display board leaves the patient name and doctor room number displayed and Mel said this could be adjusted. *post meeting note: this has now been actioned*). Discussion was held around what information would be useful to promote.

(The group felt that it was sometimes difficult to keep up with the new doctors and commented that it would be useful if all doctors introduced themselves and tell their patient how long they are at the practice at the beginning of their consultations)

**Care For The Elderly**

Norman discussed concerns regarding health promotion and illness prevention, particularly for the elderly population, and lack of c-ordination of all the different elements and providers. PPG indicated that they were aware of HealthWatch but wondered if further information would be available regarding this from the Health and Well Being Board and Tracey agreed to speak to Dr Milton and try to arrange this. (*Post Meeting note: Information provided by Age Uk:Derby and Derbyshire regarding “The Age Well Programme – Derbyshire Dales” has been circulated to PPG members)*

**Terms of Reference**

Draft document shared and discussed, some concerns over the implications of this and the future structure of the PPG. It was agreed to remove the reference to the AGM as currently this does not take place.

**AOB – Change of Address**

Heather explained her recent communication with the surgery regarding a change of address. Tracey confirmed that you do not have to come into the surgery to fill in a form and apologised for mix up.

**AOB – Results**

Terence raised a query over receiving test results. Tracey explained that it is the patient’s responsibility to check their results. We always say we will endeavour to call and would expect to but that patients should phone in to be absolutely sure.