**Summary of Actions agreed at October meeting/carried over**

(see list at the end of this document)

1. Attendees: Paul Midgley (PM); Anne Toler (AT); Barbara Worts (BW); Christine Wilkinson (CW); Mike Prior (MP); Tom Wedgewood (TW); Petra Westlake (PM; John Prestage (JP). Apologies for absence received from Wanda Martin (WM), Tammie Daly (TD) and John Burnett (JB).
2. Welcome to BW and welcome back to PW as new members. AT announced her resignation from the group after over 7 years. PPG members thanked AT for her contribution.
3. Minutes of October meeting approved. Actions from the October meeting reviewed – actions summary below includes those carried over from October as well as those arising today.

**Key points from Actions review**: MJOG is unable to receive replies so plan to invite 16-21 year olds to join PPG via MJOG on hold; Receptionists pro-actively raising evening/weekend appointments remains problematic/time consuming and difficult at peak times and not happening; Nikki Lucas meeting 18th Dec to discuss patient communication re self care; MP to add Googling/NHS.uk message to TV slides;

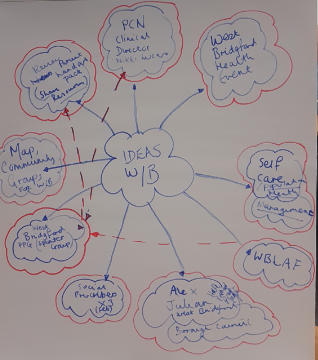
1. **Annual General Meeting** – review of the year – see below summary of the year’s activities. PW agreed to take on role of PPG secretary from TD.



1. **FOCUS TOPIC** – **New Patient Booklet**. Reviewed/recommendations made, draft to be circulated around PPG and returned to CW. **PM action.** Add to website once approved.
2. **Updates** from MMP and outside organisations: Rushcliffe PCN RAPID Group and Annual Conference, Gt Nottm CCG PPEC: RAPID group will be aligned to PartnersHealth from January 2020, PM meeting Nikki Lucas on 18/12/19. West Bridgford PPGs locality group forming in January in line with WB locality of the PCN. Linking to WB Local Area Forum. See ideas on flipchart picture below.

MMP news: Dr Barnsley left last week, nice send off including PPG invitees; Dr Hayleigh Peachey now full time salaried GP and Dr Laura Turnbull now full partner; No trainees currently but will be back in Spring when JP fully accredited, then will be fully staffed, more female doctors = more options. Practice pharmacist already and physio from April 2020. New appointments system being brought in – doctors reviewing options. New phone system coming in too, with call queuing system. Need to review access regularly at future meetings – make a standing item **(PM action)**

Proposed activities for new West Bridgford PPGs locality collaborative, first meeting 7-1-20



1. JP question: which of the potential new PCN services would be most welcomed by the PPG? Paramedic/Social Prescribing/Practice Pharmacist/Physio. Consensus is Physio would be most useful to take MSK problems away from GPs. Early intervention can prevent later problems. AGREED:
2. Recruitment to PPG/virtual PPG – PW suggested use Facebook, she’s a daily user, lots of Compton Acres people network through FB. Appointment of PW to PPG secretary
3. Correspondence/patient feedback/Friends & Family Test not discussed.
4. Agreed key topics/dates for 2020 meetings – see below.
5. Check Out, close and depart – once again thanks expressed to AT, PW and BW enjoyed their first meeting. BW says lots of jargon – needs a Jargon dictionary! **Action PM**

**Dates of 2020 PPG meetings**

All meetings 6pm-8pm, first Thursday bi-monthly

6th Feb; 2nd April; 4th June; 6th August; 1st October; 3rd December (inc AGM)

**Potential future focus topics to consider**

* ‘Basics’ and questionnaire
* Common medical topics (continued) – agree schedule
* Antimicrobial Stewardship (wise use of antibiotics)
* PartnersHealth/PCN local service development initiatives as part of the local rollout of the NHS Long Term Plan (should become a standing item as PCN develops)
* Invite Dr Peacheyto address patient survey results as her husband works at St Georges MP (what do they do differently?)
* Prevention (self care) education as future PPG focus topic. Discuss jointly with CASTLE PPG
* WB federation of PPGs for our PCN Neighbourhood to be part of West Bridgford Local Area forum
* Invite Practice Pharmacist, Tahir, to future PPG meeting
* Re-set access to appointments as standing agenda item – CW and JP update

**Progress against actions/new actions**

* **CJ** provide monthly NAPP bulletin to all PPG members **add Wanda, Tammie and Petra to list**
* **CJ** to send via MJog to all 16-21 year olds on practice register asking if they would like to join a MMP Health WhatsApp group (good for their Personal Statement etc) **ONCE MJOG can accept incoming messages**
* **CJ** – agenda item for next QPDM – what topics would staff/doctors like highlighting on TV/leaflet rack? **Carried forward to January 2020 meeting – all PPG invited to attend**
* **CJ** – upload revised Practice Booklet to website once approved
* **CJ -** re-training reception staff to offer wider range of appointments including weekend appointments – and listen to what patient wants
* **PM/CJ –** check email distribution list and update – add BW and PW – send round the group
* **PM** – include prevention (self care) education as future PPG focus topic. Discuss with CASTLE PPG
  + keep as future item – awaiting Dr Griffith’s input on behalf of PartnersHealth/PCN
* **PM/Nikki Lucas/PartnersHealth** discuss opportunity to explore linking TV messages to the new NHS app so patients get pinged a health message on their Smartphone when they enter the practice Carry forward to RAPID Group discussion with Nikki Lucas 18/12/19; **PM/Nikki Lucas** – centrally coordinate Health Info on TVs via Partners Health
* **PM contact Elaine Cooper**- Need a MH Patient Support Self help group similar to the diabetes group across Rushcliffe PCN (like the diabetes group). Questions about loss of Rushcliffe services e.g. Carers, LLWIR etc, when will they be replaced and will Rushcliffe get access to some City commissioned services e.g. Autism support on referral?
* **JB** MH resources into leaflet rack. PPG could use our educational resources to support patients to access self help e.g. mindfulness, Headspace app, Couth app, etc. Currently nothing in the leaflet rack specifically on MH support but needs to be. **JB** to organise leaflets into themes
* **JP** Invite Dr Peacheyto address patient survey results at next PPG as her husband works at St Georges MP so she has insight into both practices
* **MP** – add content to TV slides in advance of major national awareness weeks and cycle content to keep fresh – **done but not yet on the TV**
* **CW** to take over updating TV with PPG slides JP says GD will be ok
* **MP update slides** Googling your condition may not be good for your health – go to [www.nhs.uk](http://www.nhs.uk) put it on the slides!! It can create an expectation that the doctor then has to undo/negotiate around and can waste time
* **WM** to approach niece Helen re joining PPG virtual etc **– Carry forward**
* **JP/CW** revive Practice Leaflet now Richard Barnsley has retired
* **PM** Need to review access/appointments at all future meetings – make a standing agenda item