

CEDAR BROOK PRACTICE

PPG MEETING

MINUTES 27th June 2019

1. Approval of minutes

Minutes of meeting held on the 21st March 2019 were approved, no amendments.

Matters Arising

- Sue W has started to collect member's profiles, including picture if desired. It was agreed 50 words maximum. Thank you for those who have already done.
A notice board to be put up in the waiting room with members profile and picture and also to be added to website. Notice board has been purchased.
GH has kindly agreed to help with this.
Some discussion also took place as to whether there should be a staff notice board with photos of members of staff and also their details added to website. Staff would have to be asked. **Still to be actioned**
- Extra lighting has been installed on main staircase to help partially sighted.

2. Election of Chair Person

GH has agreed to continue as Chair Person until he has sold his house as moving out of area. All present at meeting agreed.

3. Telephones

New telephone system will be installed Sept/Oct 2019.

4. PPG Work Plan

Some discussion took place on how the PPG would be more proactive within the Practice

- To help promote Patient Access in the waiting room. Sue W will email everyone when ready to do this.
- Once the telephone system has been installed and people have got used to it the PPG to get feedback from patients.
- Large PPG to be set up in Hillingdon. Volunteers have been asked from all Practice's PPGs to join. Please let Sue know if you are interested.

5. Practice Update

- DPIA – Emis being transferred to an encrypted cloud base system run by Amazon. Posters are going up to inform patients and also will go on our website. Dr Sue Thurlow also getting advice from LMC.
- Emis appointments – going live on 1st July 2019
- Health help now – new free app to be promoted in the Practice. You can download the free app from Google Play or Apple Store
- Patient Access – For online appointments and repeat prescriptions. Posters have gone up, messages on prescriptions, message on website, word of mouth. The old system cannot be used after the 1st July due to going over to Emis Appointments.
- Friends and Family – positive results.
- Primary Care network – no news
- Extended hours – contract runs out end of June, still waiting on a decision as to whether we carry on as we need approval for our Network. Since meeting we have been given approval to carry on until they make a decision.

6. **AOB**

None

DATE FOR NEXT MEETING – To be decided