

## Moorland Medical Centre PPG

Notes of meeting held on 1<sup>st</sup> October 2019

1. Present: .12 members plus two GP's attended later in the meeting.
2. Waiting Room Displays - It was reported that there were two displays currently in the Waiting Room produced by the Group – Over the Counter medicines and Flu Vaccination In addition to the updated what's on locally information pack.
3. Feedback from the Locality PPG meeting – The detailed responses given by Dr Briscoe, Clinical Director of the Primary Care Network for Leek & Biddulph was reported. He outlined the additional provision for Social Prescribing and Pharmacist recruitment to the PCN. He also undertook to propose to the PCN Board that there should be a Patient Representative on the Board from the Locality PPG.
4. Response to the CCG - PPG Self - Assessment Tool – the group discussed and offered additional information to the Practice for completion of the tool.
5. Patient Survey 2019 - the proposed questions to be used were tabled and discussed with minor amendments. It was agreed that the Survey would take place in late November over two weeks of normal Practice hours.
6. Disability Sub Group – this had started its deliberations and had produced a draft staff guide when dealing with those deaf or hearing impaired patients. Further guides are being developed in order to help the practice more effectively deal with this wide ranging groups of patients.
7. Patient Pharmacy Concerns – the problems raised have been highlighted with the Pharmacies concerned and a meeting is planned on 11-10-19 to try and resolve the issues.
8. Review of Local Health services – the CCG are still on target to present these proposals to a Special CCG Board ion 3<sup>rd</sup> December 2019 as they had been given the go ahead by NHS and Clinical Senate.
9. Practice report  
Flu Vaccinations. It was reported that the Adult Vaccines had been delivered and the Child Vaccines would be ordered from 7<sup>th</sup> October 2019. Patients were being asked to book appointments during normal Surgery hours as Nursing Staff would be allocated appointments during these hours to give the Vaccination.  
  
Patient Communications –Patients were being asked over the next few months to decide their preferred method of communication with the Practice i.e. phone, text, e mail or letter  
  
NHS Health Campaigns - a number of national campaigns were arranged on e.g. MMR, Shingles, Every mind matters, Travel, Sexual health and the Display sub group would be considering these at their next meeting.
- 10, Dr Greig and Dr Siddique joined the meeting and an interesting discussion took place on the expectation of patients seeing their named doctor.