

## **PPG Meeting**

### **Alum Rock Centre Meeting Hall**

**Thursday 25/8/2016**

Staff members present: Mariam, Sohail,. Sumera

Patient members present: zulfiqar Rashid, Amjad Islam, Tazim Bashir, Ruksana Bashir, Fozia siddique, Ashiya Riaz, Sofia Riaz

Apologies: Tariq (chair)

#### **Health Promotion Event**

Discussed pre-Ramadan health promotion event on 01/06/2016. Pictures from event on website [www.alumrockmedicalcentre.nhs.uk](http://www.alumrockmedicalcentre.nhs.uk). PPG are keen for more similar events in future.

#### **Patient Feedback** (Friends & Family test; Patient feedback book; NHS Choices)

Discussed results of past few months of FFT, results are displayed on noticeboard in waiting area and on website

Options to feedback directly to staff/ using feedback book in reception

#### **Repeat Medication Questionnaire**

The practice is undergoing an audit of its repeat prescribing mechanisms. PPG members were asked to complete a questionnaire on this topic to help us with current practice

#### **Antibiotic Guardians**

Discussed problems associated with overuse of antibiotics. 5 patients pledged to become antibiotic guardians and spread the message to friends and family. Those patients issued with Antibiotic Guardian certificates.

#### **Electronic Prescribing**

Informed patients we will soon be moving to electronic prescribing

### **Text messaging service**

Updated patients that we will be using iPlato text messaging service more. Importance of informing us of changes to mobile numbers. Currently being used to remind patients of booked appointments, and cervical smear / NHS health check reminders. We will be using for asking patients to come in following blood test results and other direct messages.

### **Flu Season**

Reminder that we will be launching flu campaign soon mid-September.

### **Other**

Suggestion from PPG member to purchase a projector for future meetings. This will be discussed at practice meeting.

### **Actions arising from meeting:**

1. Future Health promotion event to be held, organised by staff and in conjunction with PPG. Specifics to be discussed in next meeting, with view to holding event in Summer 2017
2. GP partners to discuss purchase of a projector

### **Next meeting: Jan / Feb 2016, date TBA**

Copies of these minutes emailed to PPG members who have asked for copy, and published on website as well as waiting room display board.