**Dr Ahmed, Dr Mansoor, Dr Jaiswal PPG (Patient Participation Group)**

(Meeting Minutes – 16th May 2018)

***Opening:***

The meeting of the Patient Participation Group for Drs Ahmed, Mansoor and Jaiswal took place between 16:30 – 17:30 on Thursday 16th May 2018 in the patient’s community room at Newton Heath Health Centre

***Present:***

Newton Heath Health Centre: Andrea Hulme (Practice Manager)

 Joanne McCullam (Assistant Practice Manager)

From Registered Patients: Rose, Gaynor, Margaret, Rhonda

The group demographic is representative of:

6 Female, 0 Male

Age Group 45 – 54yr = 2, 55 – 64yr = 1, 65 – 74yr = 2, 75 – 84yr = 1

Ethnicity: British = 5, Carribean = 1

***Introduction Agenda***

Minutes of the previous meeting were unavailable

* **Items from Previous Meeting: True Record Agreed**
* Equipment: Higher chairs now in place in patient waiting area. Self-check in screen, we are getting a new system which is CCG funded for 2 years.
* Befriending Service is based at The Gaddum Centre
* Right side of prescriptions: Patient Group noticed this is better

**Meeting Proper**

Item 1 – Notice Board

Smaller board to be used for Online Access

Larger board to be used for Cancer Awareness

To gather leaflets to help promote cancer signs and symptoms. We should add Cancer Prevention Screening Programmes to the Newsletter. There is a minor ailment advice sheet from the Practice Manager’s Facebook page which could go with the Newsletter to aid patient education.

Item 2 – Data Protection – New Regulations

25.05.2018 Date the new regulation comes in.

Andrea has sent SMS text messages to all patients aged 16 years and over to opt-in to receiving text messages.

For Health and Social Care purposes explicit consent is not required but Practices are businesses and receive payment for meeting health targets and so this is a grey area and our practice has decided we want explicit consent.

We have had a low uptake and are sending a second round of SMS text messages, the Group suggested to text back Yes for Opt In ‘or’ No for Opt Out.

Item 3 – Practice Event – On hold until Flu Clinic

ANY OTHER BUSINESS:

A future agenda item would be the National Patient Survey

Self Referral to Physio: A new service starting in June 2018. If patient rings with knee pain for example, the Practice can give them a telephone number to self-refer.

Physical Health Checks for Patient’s with Schizophrenia: Are currently taking place in the practice by a specialist Mental Health Nurse

Flu Vaccination Clinics 2018/19: Vaccine has been ordered and for patient’s aged over 65 the delivery dates are split as 40%, 40% then the last 20% arriving in November 2018, we will prioritise invites by those patients aged over 65 years but most clinically at risk such as having conditions of COPD, Diabetes etc. The final 20% delivery will be offered to those patients who recurrently decline or do not respond and are not in an at risk group.

At the end of the meeting the following **actions** were agreed:

* Update Website and newsletter – action Joanne / Andrea
* Cancer Notice board – Andrea / Joanne
* Second round of SMS text message opt in/out - Andrea

**Next Venue**: Patient’s community room at Newton Heath Health Centre

**Time & Date**: Thursday 9th August 2018 16.30 – 17.30 pm