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

(Meeting Minutes – 17th February 2017)

***Opening:***

The meeting of the Patient Participation Group for Drs Ahmed, Mansoor and Jaiswal took place between 16:30 – 17:30 on Thursday 17th February 2017 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: Metin, Rose, Linda, Mike, Gerard, Mary

The group demographic is representative of:

5 Female, 3 Male

Age Group 45 – 54yr = 3, 55 – 64yr = 1, 65 – 74yr = 3, 75 – 84yr = 1

Ethnicity: British = 6, Caribbean & African = 1 Other = 1

***Introduction Agenda***

Minutes of the previous meeting were distributed and discussed

* **Items from Previous Meeting**
* Access to extended hours phlebotomy and Diabetes Nurse services are now available for booking on Saturdays via the GP hub, transport was still an issue for our patients living in Newton Heath as there is no direct public transport to this, phlebotomy is commissioned by Pennine Acute. Andrea **(Action)** will take this to the Federation
* EMIS Access on-line booking of appointments issue is now resolved and patients can now book more current appointments, one patient is coming into the practice in this regard to ensure this is the case
* The Practice will use social media as a platform to engage younger PPG members
* All staff now wear name badges. The PPG raised this and it was agreed they would be required if members were carrying out PPG duties at the Practice. Joanne **(Action)**
* Reception area is being renovated and the group mentioned the height of the chairs, clocks and room signage. Andrea **(Action)** will liaise with the building manager.

**Meeting Proper**

Information requested regarding how the practice was actually run. Hierarchy was discussed and Practice Leaflets distributed

Michael is taking part in a national PPG pilot scheme and this will be a standing agenda item

Telephone: Option 4 is unavailable, this is a ‘bad message’ Andrea has contacted BT to try to resolve this, patients will need to press a different option.

WiFi is currently being installed within the Health Centre

Website: Sexual Health and Midwife information is to go on the website

Practice Leaflet: This is handed out to all new patients who are registering with the practice, it was agreed to display leaflets in the waiting room with the Newsletter. Joanne **(Action)**

ANY OTHER BUSINESS

* Frequency of meetings will remain quarterly to ensure time for actions
* There will be 4 meetings within the year
* Dates for the meetings will be set

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

* To take phlebotomy to Federation – action Andrea
* To take forward younger membership – action Andrea
* PPG Name badges – action Joanne
* Reception area update – action Andrea
* Update Website – action Joanne
* Practice Leaflet distribution – action Joanne

**Next Meeting Topic**: See Agenda

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

**Time & Date**: Thursday 6th April 2017 16.30 – 17.30 pm