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

(Meeting Minutes – 22nd September 2016)

***Opening:***

The meeting of the Patient Participation Group for Drs Ahmed, Mansoor and Jaiswal took place between 16:30 – 17:30 on Thursday 22nd September 2016 in the patient’s community room at Newton Heath Health Centre

***Present:***

Newton Heath Health Centre: Joanne McCullam (Assistant Practice Manager)

From Registered Patients: Metin, Jackie, Linda, Gaynor, Rhonda, Rose

The group demographic is representative of:

5 Female, 1 Male

Age Group 55 – 64yr = 3, 65 – 74yr = 3

Ethnicity: British = 4, Caribbean & African = 1 Other = 1

***Introduction Agenda***

Minutes of the previous meeting were distributed and discussed

**Meeting Proper**

* PPG Chair appointed as Rose
* PPG Vice Chair appointed as Michael
* PPG Secretary appointed as Joanne
* PPG roles were appointed via show of hands and will stand for 12 months when the roles will be reappointed as per the Terms of Reference
* Joanne is aware of a newly registered patient who is interested in joining the PPG however they can only attend in the day time due to childcare commitments, a discussion took place around children attending with parents and it was agreed that with correct supervision by the parent this would not be an issue, Joanne will enquire regarding room usage.
* The Practice On-Line Access patient guide has been trialled by the PPG and now rolled out to patients
* Newsletter: This has been rolled out and items for the Winter edition were discussed
* NHS England Patient Participation Group Patient Feedback Data Pilot Work Project was presented in Michael’s absence and discussed, the group would like to know the expectations and the workload that would be involved, what questions do we want answering for patients to provide feedback on, two put by the group were:

1: Phlebotomy – Is it possible to have a more local service

2: How long do patients give a condition before chasing treatment / hospital referral, one suggestion is for the referral triagers to send information as to where patient referrals are signposted to, Joanne informed the group that the GP’s do / can give Patient Information Leaflets to help inform patients of their condition and treatment

Overall it was agreed that the Newton Heath Health Centre PPG would take priority

* Themed meeting Joanne has approached Carers UK and Talbot House to attend the Flu Clinic

ANY OTHER BUSINESS

* Patients stated that the chairs in the waiting room were too low
* Rose will take role of Chair formally in the new year

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

* To publish Practice Winter Newsletter – action Joanne
* To enquire re room usage – action Joanne
* To feedback re low chairs – action Joanne

**Next Meeting Topic**: Feedback on above actions

Infomal Christmas gathering

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

**Time & Date**: Thursday 1st December 2016 16.30 – 17.30 pm