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

(Meeting Minutes – 28th April 2016)

***Opening:***

The first meeting of the Patient Participation Group for Drs Ahmed, Mansoor and Jaiswal took place between 16:30 – 17:30 on Thursday 28th April 2016 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: Gerald, Rosemary, Jackie, Linda

The group demographic is representative of:

3 Female, 1 Male

Age Group 45 – 54yr = 1, 55 – 64yr = 1, 65 – 74yr = 1, 75yr or over = 1

Ethnicity: British = 3, African = 1

***Introduction Agenda***

Minutes of the previous meeting were distributed and discussed

**Meeting Proper**

* It was agreed that younger representation was needed to give a true patient representation, this would be advertised in-house at baby clinic on Thursday mornings – Action Kirsty (Baby Clinic Admin Support)
* Awareness of Online Access needed to be promoted and the group felt a patient guide would also be useful – Action Joanne
* It was agreed to trial a newsletter this would be on display at reception as well as the Practice Website – Action Joanne
* The survey of ‘Patients who Did Not Attend or Cancel their Appointment in April’ figures were fed back to the group:

84 patients = Did not attend their appointment

34 survey letters were sent out by the practice

9 replies were received of which 4 would have cancelled their appointment

* A text messaging service is being introduced to assist patients with appointment reminders as well as aiding the practice as a recall system with flu season and chronic diseases etc,
* The PPG agreed to trial the text messaging system – Andrea thanked the group for their input
* 7 day access is now advertised on the practice website
* Andrea suggested a themed meeting for eg; Online Access or another topic of choice, this was felt to be a good idea
* Andrea updated the group on Electronic Prescription Service going live on 17th May, where prescriptions will be sent direct to the pharmacy as nominated by the patient
* General discussion took place regarding membership, core members, nomination of a chairperson and a secretary and setting up of a PPG group email – for further discussion

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

* To recruit younger patient members
* To advertise On Line Access and introduce patient instruction leaflet
* To introduce a newsletter
* To review terms of reference for the next patient group meeting

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

Terms of Reference

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

**Time & Date**: Thursday 30th June 16.30 – 17.30 pm