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

(Meeting Minutes – 30th June 2016)

***Opening:***

The meeting of the Patient Participation Group for Drs Ahmed, Mansoor and Jaiswal took place between 16:30 – 17:30 on Thursday 30th June 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, Mike, Jackie, Linda, Gaynor, Rhonda, Rose

The group demographic is representative of:

5 Female, 2 Male

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

Ethnicity: British = 4, African = 2, Other = 1

***Introduction Agenda***

Minutes of the previous meeting were distributed and discussed

**Meeting Proper**

* Joanne informed the group that the text messaging service is now live, the PPG meeting invites were sent out via text message which the group found helpful, discussion took place around vulnerable patients opting out of the service, Joanne informed the group the text messages were automatically opted in and distributed as a blanket text message from the computer appointment system but patients could opt out if they wished
* Younger representation has been targeted without interest – Joanne is aware of a newly registered patient who may be interested and will write to them
* A Practice Newsletter has been devised which the group reviewed and gave input including opt out of text messaging amongst other items this will be revised and published
* A patient guide to online access has been developed and members of the group agreed to trial this by registering and they would let Joanne know whether it was user friendly
* Terms of Reference was distributed and feedback was positive as kept concise, wording of items 3G, 4H qnd 6C were reviewed and changed the terms would be published on the website. A general discussion took place regarding nomination of a chairperson, vice-chair and a secretary, please could members let Joanne know their interest outside of the meeting and a draw will take place next meeting
* NHS Health Checks were discussed it was explained to the group these checks were for the ‘walking well’ aged 40 to 74 years to screen for patients who may be at risk of heart disease, diabetes and dementia etc; the checks are free
* Themed meeting discussion around carers the group informed Joanne that Talbot House offered carer support and they would be a good resource to attend the meeting

ANY OTHER BUSINESS

* Feeding into the agenda was briefly discussed at the end of the meeting and Joanne will invite agenda items via text message we also agreed to publish the agenda on the practice website
* Provision of a local Phlebotomy Service was once again raised and whether a local service could be commissioned or we could ‘buddy up’ with another practice, Joanne explained phlebotomy services were not routinely provided due to capacity except for patients with frailty but that the discussion would be minuted for future commissioning evidence

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

* To directly approach younger patient representation – action Joanne
* To publish Practice Newsletter – action Joanne
* To trial Online Access Guide – action Patient Group members
* To publish terms of reference – action Joanne
* Nomination of ‘Board’ – action Patient Group members
* Themed meeting – action Andrea / Joanne

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

Nomination of ‘Board’

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

**Time & Date**: Thursday 22nd September 2016 16.30 – 17.30 pm