**Minutes of the Patient Participation Group meeting**

**Held on 16th January 2019**

**Present:** Practice Manager Jo Lees, Martin Wellock, Kath Nash, Chris Nash, Liz Brookes, Liz Perryman, John Midgley

**Apologies: Karen Kelland, Marilyn Thompson.**

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| **Item** | **Description** | **Action** |
| 1 | **Minutes** of the November meeting passed as a true record. |  |
| 2 | **Matters Arising not otherwise on the agenda**: None |  |
| 3 | **Patient Feedback:**1. Friends and Family response For November was 96% positive from a survey of 504 responses – 3% not recommend 11% response rate

For December was 96% positive from 302 responses – 3% not recommend. 10% response rate1. DNA for November = 231 (5%) booked appts 4569.

DNA December= 198 (5.4%) Booked Appts 36691. PPG minutes, the November minutes have been added to the website and Jo will add January following the meeting.
 | **JL** |
| 4 | **Practice update**Sal O’Neill left at the end of December, Emma, Anne and Margaret are currently doing extra till new nurses start. 2 new nurses – Gill will start 1st February 1 day per week 8.00 – 5.00pm. Sarah will do Wednesday and Thursday 7.30 – 5.00 from 6th March. Both are current practice nurses and able to start clinics immediately. | **JL** |
| 5 | **Health and Wellbeing**The Military Veterans event on 20th December was a success. Approximately 25 patients attended. Bev from Veterans in Community attended, she gave a 15/20 minute talk about Veterans in Community, what they are about and what they can offer. At least 3 of our patients have volunteered with this group. We are looking to run this again later in the year. We are also considering running something similar for other areas such as Dementia/Alzheimer’s, Diabetes and respiratory. Share for you – allows clinicians from GP, Social care, hospital, A&E, District Nurse, community healthcare, local mental health, local ambulance service to access electronic records with your permission. You can opt-out either by individual services or by contacting GP which will opt you out of everything. Information website [www.HMRShareforYou.nhs.uk](http://www.HMRShareforYou.nhs.uk) A text message will be sent out in the next couple of weeks, for patients with no telephone we will need to look to do a letter. |  |
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| 6 | **Communications****Noticeboard:** To be maintained by the PPG members. |  |
| 9 | **Focus Of The Month:**  SEPSIS | **JL** |
| 10 | **Any Other Business:** We have 2 surveys that need to be completed the first one is a repeat of the one done in June for the CCG. The second one is for the new building.New practice leaflet, We are looking to get some advertisement from local business. When we have a draft Jo will send out.CQC visits are looming, Milnrow Village have their visit next week, last time we were done before them so our visit will be imminent.Hearing aid group is being split from Pennine Care, not sure who will pick this up. Silverline is a helpline for older people, contact patients who may just need to talk to someone, these are volunteers, also help with practical advice – contact numbers for local plumbers, electricians etc. This is only in the North of England currently, Liz will pass on leaflets when she gets them.One of the patients had a problem with gaining emergency antibiotics and also repeat prescription, this had been flagged with the Senior receptionist and dealt with.Carers board needs updating.  |  |
|  | **Date and time of next Meeting:****Wednesday 20th March 2019 at 6:30 p.m.****All Welcome** |  |