**Minutes of the Patient Participation Group meeting**

**Held on 17th July 2019**

**Present:** Practice Manager Jo Lees, Kath Nash, Christopher Nash, Marilyn Thompson, Liz Brookes, Kenneth Hall, John Midgley, Liz Perryman, Erica King (Rochdale Carers hub) Sheila Allmond (young carers)

**Apologies:**  Karen Kelland, Martin Wellock

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| **Item** | **Description** | **Action** |
| 1 | **Minutes** of the May meeting passed as a true record. |  |
| 2 | **Matters Arising not otherwise on the agenda**: None |  |
| 3 | **Erica, Carers Link Worker**2 teams Adult and Young carers – young carers from age 5 – 18, school tend to refer the majority of these. Will do an assessment with parent and child, support plan and can make further referrals if needed. Adult scheme – running a pilot in Rochdale for 1 year to try to identify carers. Coming into the surgery every 2 weeks, has updated the board and a list of dates when Erica will be here is on the board. Can offer 1-1 support, breaks for the carer and respite care. Holding coffee and chats sessions, pamper sessions. |  |
| 4 | **Patient Feedback:**1. Friends and Family response For May was 95% positive from a survey of 380 responses – 4% not recommend 11% response rate, 1% didn’t know

For June was 95% positive from 364 responses – 3% not recommend. 11% response rate. 2 Don’t knowDNA for May = 163 (4.0%) booked appts 4079. DNA June = 136 (3.5%) Booked Appts 39091. PPG minutes, the May minutes have been added to the website and Jo will add July following the meeting.
 | **JL** |
| 5 | **Practice update**Had 1 applicant for GP post that is able to work in UK, several from outside the UK. Will continue with long term locum. Jo has joined the practice as a Non-Clinical PartnerLTI – RHA (Rochdale Health Alliance) have set up BARDOC to cover for the full afternoon. From 1st August the practice will no longer re-open on the 2nd Thursday in order for bespoke training for staff/GPs. A text message will be going out to all patients to inform them of the change. Rowlands pharmacy are changing how they process prescriptions. They are going to a central hub that will put the script together and then bring to the chemist. Due to this they require more time to process the prescriptions and will be requesting scripts 7 days early. The CCG have been made aware but if patients wish to raise a concern they can contact Keith Pearson on 01706 652193 | **JL** |
| 6 | **Health and Wellbeing**Counselling student – will be starting at the practice in September, 1 day a week for 12 months. Can only do 4 hours at a time. If this works well we will take a 2nd student.Flu vaccines for the under 65 at risk have been delayed, should have been 9.9.19 but now coming in 2 orders on 8.10.19 and 18.11.19. will look to see if can get from a different company. The childrens nasal flu will be holding as a separate clinic on a Saturday and have a themed day of superhero/Disney princess. The staff will also dress up and do balloon modelling and face paints. Liz mentioned that Calderbrook Alpaca may come in for the children to pet. |  |
| 7 | **Communications****Noticeboard:** To be maintained by the PPG members. |  |
| 8 | **Focus Of The Month:**   | **JL** |
| 9 | **Any Other Business:** No response from CQC to our queries. They have changed their visiting to once every 5 years if you got good or outstanding. Instead will get an annual phone call lasting 1 hour to answer questions. Will also have to send in some work for them to check. Liz B is on the Dementia United Steering group. Rochdale is going to pilot post diagnosis support pathway as currently there is very little support. Massive changes in the system are coming.Liz P is with the McMillan Lymphoedema service. There is a difference in services across GM looking to close the gap. Attending meetings in Rochdale and Stockport. There is also a link on the website for GP’s to do on-line training. Jo will mention to the partners.Kenneth Hall has been elected as Public Gov for Pennine Care Foundation Trust. This is a 3 year term. Attended training and given a list of dates of meetings. Will feed back at future meetings.  |  |
|  | **Date and time of next Meeting:****Wednesday 17th July 2019 at 6:30 p.m.****All Welcome** |  |