**Minutes of the Patient Participation Group meeting**

**Held on 18th September 2019**

**Present:** Practice Manager Jo Lees, Martin Wellock, Marilyn Thompson, Karen Kelland, John Midgley, Kath Nash, Chris Nash, Liz Brookes

**Apologies:**  Liz Perryman, Kenneth Hall

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| **Item** | **Description** | **Action** |
| 1 | **Minutes** of the July meeting passed as a true record. |  |
| 2 | **Matters Arising not otherwise on the agenda**: Pharmacy, still having problems with next door. Seem to have less staff and no regular pharmacist. Delays in getting things. MT had a good experience with them last time but on the whole is taking a long time to get prescriptions and not always correct when go to collect them. |  |
| 3 | **Patient Feedback:**1. Friends and Family response For July was 97% positive from a survey of 376 responses – 3% not recommend 11% response rate.

For August was 94% positive from 307 responses – 5% not recommend. 10% response rate. DNA for July = 180 (4.2%) booked appts 4296. DNA August = 163 (4.5%) Booked Appts 36211. PPG minutes, the July minutes have been added to the website and Jo will add September following the meeting.
 | **JL** |
| 5 | **Practice update**Michaela has left the practice. We are not looking to replace her but have divided her duties and other staff have taken on more hours. We have identified a new member of staff to take on reception duties in order to release time for those staff taking on more responsibility. We will watch how this goes. Emma is starting Uni to do her degree to become an Advanced Practitioner like Nicky. We have recruited a practice nurse who worked for us previously and left as she needed more hours. Gill will start at the end of October. Melissa and Gail have completed the majority of their HCA training, they are now able to do most things including flu vaccinations. We are looking for training for B12 injections | **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. Flu vaccines for the under 65 at risk have been further delayed, first delivery will be 11.10.19 then 3 further deliveries up to 25.11.19 The childrens nasal flu will be holding as a separate clinic on a Saturday will confirm date once we know we can order Vaccine, currently unable to order till mid October.  |  |
| 7 | **Communications****Noticeboard:** To be maintained by the PPG members. |  |
| 8 | **Focus Of The Month:**  FLU | **JL** |
| 9 | **Any Other Business:**  The results from the MORI poll have come in. Initially we were disappointed with the result. The practice is ranked Nationally 1033 out of 7,109 practices. Locally we rank overall 5 and have scored higher than average in every question. On this basis we have improved by one place this year. Our return rate was only 37%. The survey will be run again from January 2020 to end of March 2020. We will advertise this and send Mjog message to ask patients if they receive one it would help the practice if they can complete and return. On the main survey there are 31 questions. Jo thought she would run an in-house survey with the same 9 major questions but also put comment boxes that if they felt the service wasn’t good why was this? and what can we do to make it better.Jo will draft the questionnaire from Stonefield Patient Group. Karen mentioned that many years ago we had done something similar and she may still have the questions and that the PPG attended a flu clinic and gave put the forms. We are looking at doing a similar number and seeing what response rate we get. Marilyn and Liz will be attending the flu clinic on 12th October and will stay and hand out forms and chat to patients. Chris mentioned about the lymphoedema service and that the awareness group had asked him to give a statement regarding current problems. We have put a poster in the waiting room and will get an electronic copy to put on the screens.  |  |
|  | **Date and time of next Meeting:****Wednesday 20th November 2019 at 6:30 p.m.****All Welcome** |  |