**Minutes of the Patient Participation Group meeting**

**Held on 19th of September 2018**

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

**Apologies: Kenneth Hall, Harold Hull, John Midgley**

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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**: None |  |
| 3 | **Patient Feedback:**1. Friends and Family response was 95% positive from a survey of 350.
2. DNA for August = 140 this is down from previous months.
3. 1 Patient feedback received requesting contact from GP or Manager. Patient handed in form for GP to complete to do a Sky dive. Didn’t mention this was for charity and the form does not stipulate this so was charged a Fee. GP’s will put fee to the charity.
4. PPG minutes, the June minutes have been added to the website and Jo will add July following the meeting.
 | **JL** |
| 4 | **Practice update**Dr Linton is off sick (since 13.8.18) not sure when will be returning. We are using Locums to cover the lost appointments. | **JL** |
| 5 | **Health and Wellbeing**The practice was nominated for an award for the self-management project, unfortunately we did not win the award but received a commendation for the level of joint working and patient involvement. Michaela has been responsible from the practice side.We are looking to hold an event during the week with Milnrow Village Practice to increase our health promotion, looking at nhs health checks, Blood pressure checks, vaccinations etc. this will be during the week, suggestions on where to hold it – Working Mens club.Karen mentioned she had been invited to attend bowel screening for a scope at Rochdale Infirmary. This is being offered to men and women over 55 years |  |
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| 6 | **Communications****Noticeboard:** To be maintained by the PPG members. |  |
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| 9 | **Focus Of The Month:**  Flu, Pneumonia and Shingles vaccinations | **JL** |
| 10 | **Any Other Business:** Karen sits on the Rochdale Locality PPG, it had been raised regarding the Pain Management solutions, this service is poor, wondered if our patients were having the same problem. Encompass now – will come out to speak to surgeries regarding carersHearing Aid group meetings are currently on holdPUP group (McMillan) to support cancer patients, creating buddies at point of diagnosis, meetings there are currently on hold.Chris asked about acronyms and that they are explained being a lay person. He raised an issue with Single Point of access that it took 3 days for a district nurse to ring him back, plus the difficulties in obtaining dressings from them. Jo advised that she can raise the concern with the CCG but if he wishes to complain it will need to be to the District Nurse Manager. He also mentioned that the number comes up as BARDOC, this is because the admin team is based at BARDOC premisesChris also raised a concern with the triage (system) for patients results. Jo has answered the complaint that he raised and with his permission informed the group as to what had happened. Systems are in place and the GP’s have been notified of the problem. |  |
|  | **Date and time of next Meeting:****Wednesday 21st of November at 6:30 p.m.****All Welcome** |  |