**Minutes of the Patient Participation Group meeting**

**Held on 20th March 2019**

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

**Apologies: Liz Brookes**

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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 January was 97% positive from a survey of 418 responses – 2% not recommend 12% response rate   For February was 95% positive from 358 responses – 3% not recommend. 11% response rate   1. DNA for January = 207 (4.7%) booked appts 4391.   DNA February 2019 = 171 (4.4%) Booked Appts 3898   1. PPG minutes, the January minutes have been added to the website and Jo will add March following the meeting. | **JL** |
| 4 | **Practice update**  Dr Hampson joined the meeting, CQC visit very intense this time. Thanks to those that had been contacted for their support. Draft report received, we are very disappointed. Still Good all areas but we are appealing the decision. They can’t give explanation as to why we have been downgraded in certain areas. Suggestion made to CQC for further banding as some practice just scrape into good whereas others like us just miss out on Outstanding.  2 new nurses have started both appear to be settling in well. We have a vacancy for HCA and decided to train in-house. Interviewing Thursday for replacement Care Co-ordinator. | **JL** |
| 5 | **Health and Wellbeing**  Online consultation gone live today. There is a link on website. Any patient that has online appointment booking or prescriptions will get this option or any patient using the website can click the button. Takes to screen with 18 areas that are available (list given to members) These include Athletes foot: Becoming an Organ Donor: Cold Sore: Indigestion: Hayfever: Eczema. Patient will follow questions, for some areas there are videos that can be watched or information leaflets. Depending on what the patient submits will give them notification to contact the surgery or NHS 111. Some will come into the clinical system which the GP’s will then look at and respond within 48 working hours. Some will be re-directed to Pharmacy or other self-help areas. |  |
| 6 | **Communications**  **Noticeboard:** To be maintained by the PPG members. |  |
| 9 | **Focus Of The Month:**  SEPSIS | **JL** |
| 10 | **Any Other Business:**  **New GP contract in April. Changes to the way we work and more things we currently do for a fee will become mandatory. We will have to give between 3 and 6 appointments per day to NHS 111 who will book directly.**  Dressings – Bardoc take a message then pass to liaison to go to the correct team – lucky if you get a call back in 24 hours. When you see a DN they say you need a prescription but they are unable to prescribe this as not a prescribing clinician but the GP’s not allowed to prescribe. Dr Hampson will speak with Pippa Frain – there are currently 14 DN’s on the area but only 5 can prescribe. They deal with approximately 15,000 patients per month.  It was felt by the group there is no mechanism to feedback, Karen will do letter to John Rouse and let everyone look at this. Dr Hampson mentioned there have been changes to the neighbourhood teams, they need to look at patient feedback for community services.  Audiology is under Pennine Care, don’t know what happening with this yet but may transfer to Northern Care Alliance at Salford Royal |  |
|  | **Date and time of next Meeting:**  **Wednesday 22nd May 2019 at 6:30 p.m.**  **All Welcome** |  |