**Minutes of the Patient Participation Group meeting**

**Held on 20th November 2019**

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

**Apologies:**  Martin Wellock, Liz Brooks

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| **Item** | **Description** | **Action** |
| 1 | **Minutes** of the September meeting passed as a true record. |  |
| 2 | **Matters Arising not otherwise on the agenda**:  Still having problems with Rowlands – can take up to 3 weeks to get script. |  |
| 3 | **Patient Feedback:**   1. Friends and Family response For September was 95% positive from a survey of 409 responses – 3% not recommend, 12% response rate.   For October was 95% positive from 460 responses – 4% not recommend. 8% response rate. Although in the comments 5 patients have put that they read it wrong and should have put 1 Extremely Likely not 5 Unlikely. Which changes to 96% pos and 3 % not recommended.  DNA for September = 167 (4.1%) booked appts 3942.  DNA October = 186 (3.5%) Booked Appts 5311   1. PPG minutes, the September minutes have been added to the website and Jo will add November following the meeting. | **JL** |
| 5 | **Practice update**  New Building – this is progressing and will move to the next phase. In December UHDL will provide each surgery with a board for the waiting room with information for the patients and a consultation period for any queries. He may have some queries for the PPG. The site has been purchased but this is still not supposed to be common knowledge until the planning application in January so please keep this to the group.  We now have an official Facebook page Stonefield Street Surgery – Milnrow. Advertise clinic and special events such as World Mental Health day, Breast Cancer etc. | **JL** |
| 6 | **Health and Wellbeing**  Flu vaccines for the under 65 at risk have been delivered. Got all the vaccines for over 65 which have been a good success. Still need to get At Risk (under 65 patients) booked in, very slow on uptake.  The childrens nasal flu clinic on Saturday 2nd November was a great success. Although we were limited on Vaccine, currently unable to order any more, have to check on a daily basis.  Expert patient programme, 6 weeks programme starting in January. Patients can self-refer or be referred by GP. This is for self-management of Long term conditions  New Life Church (used to be Con Club) there are daily activities – Mens club, coffee morning, Kids clubs, debt counselling. They have trained counsellors to help with anxiety/loneliness. |  |
| 7 | **Communications**  **Noticeboard:** To be maintained by the PPG members. |  |
| 8 | **Focus Of The Month:**  FLU | **JL** |
| 9 | **Any Other Business:**    A questionnaire from Stonefield Patient Group was handed out at the flu clinic in October. Thanks to Martin for helping. Not had chance to collate all the results. Had 61 completed forms.  Lymphoedema support group first Monday of the month 11.30 – 1.00 Dr Kershaw’s Well-being centre. Jo wil put up leaflet in reception. |  |
|  | **Date and time of next Meeting:**  **Wednesday 15th January 2020 at 6:30 p.m.**  **All Welcome** |  |