**Minutes of the Patient Participation Group meeting**

**Held on 21st November 2018**

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

**Apologies:** John Midgley

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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**:  None |  |
| 3 | **Patient Feedback:**   1. Friends and Family response For September was 94% positive from a survey of 428 responses – 4% not recommend   For October was 94% positive from 461 responses – 5% not recommend. Main reasons were appointments and use of locums. Dr Linton now back and Nicky ANP started, which is great help.   1. DNA for September = 212 (5%) booked appts 4092.   DNA October = 271 (5.2%) Booked Appts 5236   1. 1 Patient feedback received regarding car park lights, Jo has checked and they turn off at 8.30 am 2. PPG minutes, the September minutes have been added to the website and Jo will add November following the meeting. | **JL** |
| 4 | **Practice update**  Dr Linton is back and Nicky the Advanced Nurse Practitioner has started. This has made a great improvement to appointment waiting times. Feedback on Nicky has been very positive from patients, staff and GP’s.  New phone system being installed on Wednesday 12th & Thursday 13th December. It will have the facility for specific messages about the practice such as Flu season, opening times, it was suggested to put the PPG on there to recruit members.  Posters have been done for the new year with dates for PPG meeting, Christmas closure, Learning time (LTI) Thursday closures and Bank holiday closures. These are on the screens, on the notice board and on the websites. | **JL** |
| 5 | **Health and Wellbeing**  We are looking to hold an event for Military Veterans, 20th December 1.00 – 3.00 pm with Tea/coffee mince pies to give them information on what is available for them with groups and services, Veterans in Community team will attend with information.  Share for you – allows clinicians from GP, Social care, hospital, A&E, District Nurse, community healthcare, local mental health, local ambulance service to access electronic records with your permission. You can opt-out either by individual services or by contacting GP which will opt you out of everything. Information website [www.HMRShareforYou.nhs.uk](http://www.HMRShareforYou.nhs.uk) |  |
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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:**  It was raised that there is a gap between seeing GP and getting appointment with district nurse which creates a problem if needing dressings as GP’s are no longer able to prescribe dressings. Also it takes a long time for the district nurse service to answer the phone. Jo will put this on the DATIX quality website. Karen will email John Rowse.  Consider doing a poster for waiting room, screens and website “you said – we did” so patients are aware of what the group is doing. |  |
|  | **Date and time of next Meeting:**  **Wednesday 16th January 2019 at 6:30 p.m.**  **All Welcome** |  |