**Minutes of the Patient Participation Group meeting**

**Held on 22nd May 2019**

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

**Apologies:**  **Martin Wellock**

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| **Item** | **Description** | **Action** |
| 1 | **Minutes** of the March meeting passed as a true record. |  |
| 2 | **Matters Arising not otherwise on the agenda**: None |  |
| 3 | **Patient Feedback:**1. Friends and Family response For March was 95% positive from a survey of 387 responses – 3% not recommend 10% response rate

For April was 92% positive from 329 responses – 6% not recommend. 10% response rate. However, on reviewing the comments 9 patients had put a 5 (Extremely unlikely) instead of 1 (extremely Likely) but then added a message to say should be 1, this changes the figures to 95% positive and 3% not recommended.1. DNA for March = 201 (4.7%) booked appts 4263.

DNA April 2019 = 219 (5.3%) Booked Appts 4077The majority of the DNA’s were for nurse clinics where some of the appointments are double. CCG have done a borough wide policy for DNA’s that we now have to send letters to patients. This will commence from 1.6.191. PPG minutes, the March minutes have been added to the website and Jo will add May following the meeting.
 | **JL** |
| 4 | **Practice update**Dr Hampson is retiring from the partnership at the end of June, her last working day will be Thursday 20th June. There will be a book on reception for anyone that wants to leave a farewell message. We will also send a text message out to let patients know and it will be added to the practice website.An advert has been placed for a new GP but as yet no applications. We will be using locums for the time being. Dr Hampson has agreed to do a few locum sessions later in the year.New Build – Contracts are due to be exchanged on a plot of land. Basic planning permission will be applied for in the next few months. There will be a consultation period with general public and they will be seeking patient ideas and thoughts on the new building. Apparently there had been a leaflet posted to local residents that said we would be merging with Milnrow Village Practice but this is not true. | **JL** |
| 5 | **Health and Wellbeing**Online consultation has gone live. There is a link on website. So far we have only received 3 queries. This has not been publicised at the moment as we were unsure how many we would get. Currently unable to find out how many patients used this but due to their query being signposted elsewhere. 2 of the queries were to do with medication which is not what this was meant for. These have been printed and given to the GP and the patient will be informed the best way to get advice in the future. The practice is going to be a pilot site for FENO testing. This is to help with diagnosis and control of asthma. We will be doing for our own patients and others in the area. It is likely to start in August/September.OTC – Over the counter medicines are changing. NHS England have sent guidance on certain things we are no longer able to prescribe. There is a leaflet on reception for patients. We will get this added to the practice website.  |  |
| 6 | **Communications****Noticeboard:** To be maintained by the PPG members. |  |
| 9 | **Focus Of The Month:**  SEPSIS | **JL** |
| 10 | **Any Other Business:** It was mentioned that diabetic patients had received a text asking if they currently drive and would receive a letter. Unfortunately it should have said if on certain drugs will need a leaflet as this is not applicable to all diabetic patients.PCN (Primary Care Network. This is part of the new GP contract that practices join in Networks with Neighbouring practices to have a combined list size of 30,000 – 50,000 patients. We have joined with 5 practices, Milnrow Village Practice, Littleborough Group Practice, Pennine Surgery, Village Medical Centre and Trinity Medical. Our Network is called Pennines. As part of this from 1.7.18 we will be offering appointments with the nurses and HCA’s from 7.30 am on certain days of the week.We are to have a clinical pharmacist and social prescriber (works like our Focus care worker)to help patients with housing queries, benefits etc. On the practice website it still lists Bardoc for when we are closed. Jo will alter this to NHS111 and change the number Audiology – looking at hearing dogs for deaf peopleLymphedema leaflets left for Dr HampsonIn October going to be a push on breast cancer with the “Boobbus” bright pink bus offering information. Karen asked for the letter she had done to be forwarded to members of the PPG. Jo will send with the minutes. |  |
|  | **Date and time of next Meeting:****Wednesday 17th July 2019 at 6:30 p.m.****All Welcome** |  |