**Minutes of the Patient Participation Group (PPG) Meeting**

**Monday 16th September 2019**

**7.00-8.00pm**

**Attendees:** Lin Spence (Practice Manager), Justine Jobson (Practice Manager), Jackie James, Michelle Little.

**Points discussed:**

* Justine welcomed all to the PPG meeting and all attendees introduced themselves.
* Justine informed the group that another 6 patients were willing to attend the next meeting.
* It was agreed that future meetings would take place quarterly at the surgery normally on a Monday evening at 6.30pm. However, another meeting for the 14th October is scheduled to meet the other members.
* It was confirmed that Justine, Jackie and Michelle are happy to share emails to liaise together.
* What is the PPG about? Justine and Lin discussed what help and support was needed from the group to improve patient services and experiences; this included:
* Helping with patient surveys by distributing and collating them and reporting back the findings.
* Assisting with flu clinics; navigating patients to the appropriate room and helping take of outer clothing.
* Improve communication creating a newsletter.
* The PPG being patient led including organising agendas, writing minutes and distributing to the group.
* Organising events; inviting guest speakers to discuss certain topics i.e. diabetes, dementia awareness.
* The patient BP monitor was discussed and the issues that patients are having; the location of the monitor was not ideal and not private. Justine and Lin informed the group that this had been discussed with Dr Kumar and they were looking at sectioning off the corner area with a partition. It was also suggest that a lockable post box is put on the wall for patients to put in their readings.

**Action: Justine/Lin to make final decisions on this with Dr Kumar.**

* Lin informed the group that the surgery are taking part in a pilot to have a patient POD; this is a machine that patients can use to take their own BP, weight, height, new patient checks, and many more checks. Currently there was an issue with the set up and we are waiting for the installers to come back to us.

**Action: Lin to chase up**

* The group were informed that a Windows 10 upgrade on the computer system was about to take place.
* Jackie has agreed to help facilitate the meetings
* Michelle has agreed to produce the agenda for the meetings.

**Practice News**

* A local group of practices has formed an “East Locality” this has enabled the surgeries to provide a home visiting service. The locality has now employed 2 Home Visiting Practitioners (HVP’s) (who were previously paramedics). This service started in July and each surgery is allocated home visit slots according to their list size of patient population.
* The surgeries also have to be part of a Primary Care Network (PCN). Our network is the same group of surgeries that are within the “East Locality”. The idea of the PCN is to offer other services to our patients. An extended hour’s service will be starting very soon offering our patient’s alternative times to come to an appointment or for a telephone triage call.
* We are hoping to join with other practice to form a health event for next year; update available soon.

**Date of next meeting**

* Will be Monday 14th October 2019 6.30 at the surgery; please confirm you can attend. Suggested items for the next agenda are: collating the patient surveys and creating a newsletter; please think of any ideas for the agenda and inform Justine via email or phone by Friday 11th October 2019.