**PATIENT PARTICIPATION GROUP**

**MEETING MINUTES**

**26th February 2020**

**Attendees: - VB, VF, IK, JP, CS,**

**Apologies SK, JPL**

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| **Agenda Item** | **Discussion / Action** | **By Whom** |
| Terms of Reference | IK has requested for this is to be displayed in reception | CS/VF |
| Staff Structure | VF advised of the new staffing structure. Changes in the reception team with recruitment of two new members. Also advised we have a new salaried GP Dr Helen Cranage starting in March as Dr Jennings has moved on.  The partners have put more funds into recruiting. We have an ANP Lynsey Berry who will be working Wednesday, Thursday and Friday. |  |
| SK explaining new PPG structure | To be discussed at next meeting. | SK |
| How to improve | IK requesting suggestion box Q & A to be displayed in reception. Great idea! Advised we will circulate the questionnaire again in a few months. | CS to diarise |
| Wirral Wide PCN PPG group and PCN PPG group | Wirral wide PCN PPG - VF advised and lists the local practices that are part of the PCN. Explained that they get together to see what we can all do for the patients. This is all funded by the government.  Regarding the PCN PPG group meeting at Chadwick Street IK advised that he attended this meeting with SK.  The follow up meeting only two people attended - IK advised he is happy to continue to attend the meeting but the time is an Issue.  PPG to compile something for the practice to send out to try and get more people interested in joining PPG meetings.  JP made a suggestion regarding the local federation PPG that one person from each surgery could attend and rotate. | PPG group  VF to feed back to PCN |
| Poster for reception regarding noise levels | Discussed and agreed suitable wording for poster.  TV and DVD for kids suggested for reception. Small TV needed and chairs for children. | CS to create poster and display in reception.  Look at sourcing TV and chairs |
| eConsult | VF explained eConsult. IK and JB have both used it and had a positive experience.  VF advised we are moving forward with eConsult for all on the day appointments from the beginning of April.  Feedback eConsult success at next meeting. |  |
| AOB | News of Covid-19 update/information.  We have put posters up at the front of the building advising not to enter and to return home and call NHS111.  We are receiving regular updates from NHS England with flow charts and protocols to follow.  Discussed self-testing kits – No information as yet on this. |  |
| Prescription Issues | VB mentioned issues with prescriptions not being issued when medication overdue. We advised the medication review reminders are always shown on the prescription. Pharmacy should also advise when it is due. Receptionists should advise this when the patient is ordering medication. VF advised we try to encourage patients to be responsible for managing their prescriptions. Not sure how it is shown when doing it online – Suggested a call or possible text to advise prescription is not being issued. |  |
| Agree future dates of meetings | June 17th 2020  September 23rd 2020  December 16th 2020  Agreed to a 6pm start for all dates. |  |

**Next PPG Meeting – 17th June 2020 at 6pm**