**PATIENT PARTICIPATION GROUP**

**MEEITNG MINUTES**

**TUESDAY 12th March 2019**

**Attendees: VF, KJ, TK, SK, JP, JP**

**Apologies: None**

|  |  |  |
| --- | --- | --- |
| **Agenda Item** | **Discussion/Action** | **By Whom** |
| Minutes from previous meeting | Minutes from previous meeting agreed  | All |
| Completed Items since last meeting | KJ advising the committee that we now have a stool for the BP machine. Dr Jones is going to draft a protocol for the BP machine so staff know what procedure to follow should a patient produce a high/low reading at reception. JP asking whether patients can keep their result? We can copy this, or PT can take the reading again. Asked whether the machine could be brought into the waiting room and cordoned off by a screen for privacy? VF and KJ to consider where this could go – one of the meeting rooms perhaps? JP felt this would invite children to mess on the machine. We will ensure there is a warning sign for children to be kept away from the machine. Shared reading was also distributed in our news-letter and on our website.  |  |
| Neighbourhood Working | We have been working with other sectors within the community such as Age UK, Community Connectors, CAB. CAB are currently holding a clinic at the surgery aimed at patients with COPD/Anxiety and Depression. The clinic has been very popular and patients taking advantage of this service have reported huge benefits from their appointment with Hugo. In response to a request for a neighbourhood meeting amongst PPG members, obtaining availability and interest from members. VF will get in touch when a date for this meeting is set.  |  |
| Urgent Care Transformation Update | This has now halted as the recently campaign was successful. Moving forward, the view is for services to work collaboratively which would be better for the patients and community. VF will keep the committee informed of any further developments on the next stages of the plans.  |  |
| Wirral Health and Care Commissioning Public Question Time | VF providing members with the dates of upcoming meetings.  |  |
| Patient Portal | Reading through the email from Dr Cowan. We have very little knowledge of the patient portal or plans for the same. Suggesting we invite Miss Hanlon, the project manager into the surgery to explain more about the project before any of the PPG members consider whether to take part in a patient group they are wanting to set up. VF to invite Miss Hanlon to our next meeting and ask her to update us on Wirral Care Records and ways of access whilst she is here.  |  |
| Clinical Risk Assessment for General Practice  | The Medical Protection team will be attending the practice on 20th March to provide a workshop to all staff. This is part of the service offered under our membership of the Medical Protection Society along with a detailed risk assessment of the practice. Confirming they will look at areas that will be looked at by the CQC. We will discuss the feedback from MPS at the next meeting. |  |
| Event for Spring | Committee keen to do an event which advertises all local resources to the patients here at the practice. Suggesting we could tie in the CAB being here currently, and the physiotherapy services etc. We could have a notice board and a table with leaflets and information for patients. We could ask all our third party providers to attend – this could take place on a particular day or over a few days/weeks with different services being advertised. It would be good for our patients to know of what is available through their own practice. KJ will give some thought to this.  |  |
| AOB | Discussing how to increase members of the committee? Suggesting that we contact all previous members and invite feedback as to their experience whilst on the committee and reasons for leaving? KJ will do this over the coming weeks.* - could we have a notice board in reception – a “community services” noticeboard to let patients know what’s on.
* VF providing an update on phlebotomy . Our clinics are going well, we have 3 phlebotomists and the hub with Chadwick street is working well. Our federation has been asked by another to go and explain how our system has been such a success. Committee commenting this should go in our next newsletter.
 |  |
|  | VF & KJ thanking everyone for their attendance and input. KJ will write out with the date for the next meeting.  |  |