

Patient Participation Group – 1<sup>st</sup> June 2017, 4.00pm

## Agenda

Apologies: TG, PS

Present: JJ, CY, KS, CW, AH, ST, LB, DP, Dr Maria Frith, Anita Hampson (Practice Manager)

1. Introductions and welcome Apologies	All  TG
2. Minutes of last meeting 23-03-17	Anita Agreed
3. Review of Practice Survey 2017	Survey reviewed in detail and agreed generally good, areas of concern were known about and the practice was trying to address. Suggestions for publicity: Website/Posters – AH to arrange Consider “You said – we did” board – AH to investigate Tel system likely to be upgraded as part of city wide initiative to get practise working together for extended hours. This also includes additional signposting by reception team into areas such as MSK/Mental Health/Pharmacy first. These were all initiatives already being worked on but in reality, there was limited provision – i.e. had taken over 12 months to recruit a practice pharmacist.
4. Preparation for Open Day 6/7/17	Open Event from 3-6pm 6/7/17 Using upstairs waiting area and have enlisted support of Wise, Connect Well etc. Need PPG members to support and be there to engage with fellow patients to include looking at expanding recruitment. Agreed to a planning meeting on 29/6 at 2.30pm. AH to ensure publicity on website and within the Practice in good time.
5. Health check for over 75s – TG	TG had raised issue of health checks for over 75s not under chronic clinic. There was not contractual obligations and mostly review was done via med review or being on the avoiding unplanned admissions or frailty register. It would be aspirational to give all over 75s a health check which we currently are not resourced to do. Over 1500 > 75s registered at the practice.
6. Complaints review 16/17	Defer to next meeting
7. Formal PPG affiliation - AH	Agreed ok to go ahead and practice would pay.
8. AOB	Mr Springle to update on the meeting he attended for citywide PPG representation – defer to next meeting
Next Meeting	Open Day 6 <sup>th</sup> July 2017 Next meeting Sept/Oct THURS Oct 5th