**Minutes of PPG Meeting held on Monday 6th January 2020 @ Wrose H/C.**

**Present**

**Practice staff:**  RT DF JA Dr AG

Patients: BC MM SP GS KS LL TA MS BM LH ED GD ( total 12)

Guests: David Barrett

**Review of last minutes:**  Rachel reviewed the minutes of the last meeting, which covered a great number of topics. The new Nurse Practitioner Angela Mawston was introduced and she is now in full swing in her new role. We were preparing for Dr Parkinson’s retirement in May 2020 – (advert being placed this month). We discussed the PCN & Community Partnerships, the flu campaign, triage & MMR catch up.

**Dementia Group Wrose –** David Barrett attended the meeting to discuss this involvement with developing this new group. David has been working with Leyland’s Medical Practice ( neighbour practice within Wrose health centre) around Dementia Friendly Communities, the focus being on the “person”not the dementia. His new group is held at St Cuthbert’s twice a month, and isbased on the existing Memory Tree Group format which runs successfully in Idle and Shipley. David is always seeking new volunteers to come and talk to the people who attend. He is also looking to extend the reach of the group in the future. He handed out his details to the group if anyone wanted to help.

**New Website & e-consultations -** We now have a new website which we think is far less busy than the old one and much more patient friendly.

<https://rockwellandwrosepractice.nhs.uk/>

Rachel demonstrated the website and all the group felt it was much improved. The group did ask if we could look at putting patient feedback box onto the website. RT said she would speak to our website company and see what could be done and the logistics. \* completed

**E-consultations** – This is the new box on the front page of the website, and is another way of contacting the surgery. When you click on this box there are 4 options:

1. I want help with my condition
2. I want general advice
3. I want admin help
4. I want help for my child.

Patients are invited to click the icon that relevant to you and are guided through the matrix of quesitons. This is then sent to the practice via NHS mail. When it arrives at the practice we have 24hrs to deal with it. So far we haven’t had many but we are sure the numbers will grow.

**DNA Figures:** We now have the posters up at both sites with the figures on, 137 appts all together. The usual debate around how to deal with these but we feel our system is robust. We could speak to other members of our PCN to see what their DNA figures are like – to compare. All agreed that the DNA poster just needed a total number of appts as more likely to shock.

**Rockwell Community Centre Visit –** Mr G S went to visit the Rockwell Centre to spread the word of the PPG. He said it had been more difficult than he thought as there were many different groups every day and the people were not all from our practice. He had joined the Tai chi class.

**Mrs Clarke – Suggestions –** The patient group leadership team are still looking for ways to engage further with the surgery and its patients. RT suggested Patient/Practice Health Champions:

***‘Practice Health Champions are people who voluntarily give their time to work with the staff in their local GP Practice or surgery to find new ways to improve the services that the practice offers, and to help to meet the health needs of patients and the wider community.***

Quite a few local practices have these – so we could arrange a visit to see what they do? Brenda and Maureen would be happy to do this.

**Norovirus etc –** Dr Gavin gave a little presentation on this. She discussed what to look out for, and what to do – mainly to make sure you keep hydrated and do not turn up at the surgery or the hospital. You can ring the doctors and we will ring you back. Other contagious illnesses going around at the moment are Chicken Pox, Shingles, and Measles & Mumps. The flu seems to have hit its highest level in December but is on the wane now.

**Access Plan 2020 & CQC -** It is that time again where we need to be submitting our access plan. We have achieved many things over the life of the PPG. So we need to come up with some more ideas.

1. Feedback box on website
2. Patient Champions
3. More involvement of PPG in PCN – adding patient perspective.

CQC – Group asked why we hadn’t got an Outstanding rating at the CQC visit –. RT and AG explained that at the previous meeting the CQC inspection was a focused half day visit, rather than a full inspection. The inspection team were satisfied that we were maintaining a GOOD rating but did not see enough to upgrade our rating to outstanding. CQC found a few flaws with our medication reviews and Dr Gavin is looking into this now. AG has met with our Primary Care Network and all four practices are processing medication review differently . CQC praised our good patient access to appointments , our forward planning, our skill mix, safeguarding & systems.

**Chemist Complaint –** Mr GS has been dealing with this on behalf of the PPG. In October 2019 the situation had not improved at all which was a concern. On 3rd Jan 2020 the Wrose Pharmacy area manager visited the site and felt the staff were better. As of today 6th  Jan 2020 they have a new staff member. Mr GS did think there had been an improvement in customer service and output – but in the group the feedback was mixed. We have also had issues with Rockwell Pharmacy – where recently the new owner did go around to the practice where he was told in no uncertain terms the issues facing the practice with their poor service. They did seem slightly shocked but did say they would look into it. Perhaps the group could meet with him??.

**Suggestion Box –** Nothing in either this time.

**Questions:**

1. How do we request script items no longer needed to be removed from repeat script? Can come into surgery and request removal – or if you have on-line access you can type it in the box at the bottom.
2. New questionnaire for flu clinic? To start to look at this in next meeting.
3. Dr Parkinson retirement – Recruitment process – is it something they could be involved in/with.

**Next Meeting: Monday 6th April 2020 @ Rockwell Medical Centre.**