

PPG MEETING on Wednesday 11th April 2018

Present: BC, CB, AH, GL, ZN, BT, Sobia Ambreen (Office Manager), Natasha Khatoon (Prescription Administrator)

Minutes of the last meeting

Approved by PPG members

New partner

Dr IZ new full-time partner as of March 2018, he will be working alongside Dr MA.

CCG visit update

Thanked Health champions and PPG members for their time to speak with CCG, they discussed how they were managing to access services and the surgery is providing alternative treatments like physio, new phone system is better and the ability to get to see a preferred clinician.

Overall the practice was able to demonstrate that we were keen to improve and we were complimented on the effort we are placing on driving quality improvements.

- **The Patient Network Meeting**

As CCG discussed with Health Champions and PPG members, they have agreed to provide details of the forum for the next network meetings to enable the practice to take advantage of liaising with other network members, sharing lessons and best practice. Handouts provided to all the members if they wish to attend any meetings.

- **Local survey**

CCG has encouraged the practice to continue with some form of local surveys to support us in evidencing improvement within the practice. Over the next few months these will be handed out in the waiting area by receptionist for patients to complete.

Patient information - notice board

New patient information board in the waiting area, information relating to the practice or any update for patient will be added to the board for patients to read.

Extend Class

BC will be holding Extend exercise classes from May 2018 and on a monthly basis thereafter. A brief introduction was given about the Extend class. Extend class is seated exercise to music for over 60's or less abled people who were unable to attend the gym due to medical conditions such as stroke, heart problems, arthritis, parkinson's etc. Classes last 45 minutes and are very beneficial for all ages. Posters have been put out in practice waiting area, on the practice website and Facebook.

Health Champions

Health Champions are promoting new members to join. BT explained health champion's role within the practice, they arrange activities for lonely patients. At the moment health champions hold coffee mornings fortnightly on Wednesday from 10am-11.30am. BT has started Knit and natter on Thursday, it was held on a monthly basis but due to the good outcome it has now been changed to fortnightly, this is a drop-in between 2pm-4pm, patients can come and socialise. Posters are being arranged for the fortnightly knit and natter.

- **Gardening**

AH is thinking of starting gardening classes, he has access to an allotment plot in Undercliffe with Moorside surgery, any patients interested can be taken to the allotment. BT asking if pots can be put at the back of the building, SA will speak to landlord regarding this.

Any Other Business

- **SystemOnline Training**

SystemOnline training offered to PPG members, some members are already successfully using SystemOnline, some members agreed to have training, details of training will be sent out to member in due course. Having access to full detailed coded record was discussed, this has not been set up for patients to view as yet and there is no news on when this will be active.

- **Phone system better**

PPG members commented on the new phone system being much better than the previous system, patients are aware of position in queue as before the phone was constantly engaged when calling in the mornings. Calls and waiting times can be audited by senior members of staff.

Next PPG Meeting will be held on Wednesday 4th July 2018 at 1pm.