

**NB the next meeting of the PPG is on Wed 26<sup>th</sup> Apr 2017 at Ingol Health Centre 2pm**

Broadway and Ingol Patient Participation Group (PPG)

Minutes of meeting held at Ingol Health Centre Tues 29<sup>th</sup> Mar 17 1400hrs

CCG = *Clinical Commissioning Group* – PVC = *Patient Voice Committee*

NAPP = *National Association for Patient Participation* CQC = *Care Quality Commission*

VPRG = *Virtual patient representation group* GF = *Gluten Free*

++ ..... ++ Additional information not available at the meeting

Practice Facebook page <https://www.facebook.com/ingol.broadwaygp>

**Attendance**

Key (Pr = Practice Staff, B = Broadway Patient, I =Ingol Patient, V = Visitor)

Present		Present		Apologies
Pauline Cooke (PC)	I	Jane Grogan (JG)	Pr	Diane Bailey
Dorothy Cuthbert (DC)	I	Terry Mattinson (TM)	B	Tracy Cottam
Anne Corcoran	B	Dr Melanie Walsh (MW)	Pr	Juliet Green
Walter French (WF)	B			Marilyn Gregson
				Peter Gregson

**Resignations from PPG** None

**New Members**

Sheila Worden, Andrew Harknett & Jill Haworth Ali

**Improvement Grant**

**DW** It is hoped to replace floors & carpet in various parts of the practice when the grant is available. Unfortunately, this grant application is of low priority to the Grant Maker so it is not known if & when the grant will be made.

**Prescriptions**

**MW** There have been notices on the Patient Notice Boards at both practices about the changes which took place on the 5<sup>th</sup> Dec 16. The change relates to Minor Ailments were Self Care is the appropriate course of action.

**DC** Suggested that there should be a published list of items that have been removed from those that can now be prescribed. Patient need education about the changes. **JG** Will ask the medical staff at the practice if there is such a list.

See <http://www.broadwaysurgery.nhs.uk/news.aspx?pr=P81103> for some more information.

**WF** ++ A list has been published by the CCG & can be viewed / downloaded as a PDF from <https://www.greaterprestonccg.nhs.uk/download.cfm?doc=docm93ijim4n4026.pdf&ver=7299> which is part of the *Prescribing for Clinical Need Policy v1 Nov 2016* document.++

**Promotion of the PPG at Surgeries**

**WF** Not much space at Broadway so perhaps the initial trial would be best undertaken at Ingol Surgery, where there is much more space. We need to decide when is the best time. **MW** !0am to 12 noon is probably best. Estimated that at morning surgery there would be a throughput of about 50 patients. Not all people in the surgeries are patients of the practice so at the initial approach people must be asked **if they are Patients of the Practice** to ensure they are eligible to be part of the PPG.

**VPRG**

**JG** For a patient to be included in the VPRG their authorisation to use their email address for this purpose must be held by the practice. The forms are available on the web site & from Reception. **WF** The application forms need to be dual purpose (i.e. Membership of PPG OR VPRG OR both) with an explanation of what they are. **DC** Personally would be unhappy with the “using” VPRG & there are probably many people with similar feelings. Ways must be found to be “ALL inclusive”. **JG** There is a need to build up a practice database of email addresses for VPRG purposes. A good starting point is with new patients being encouraged to give their email addresses for VPRG purposes. To this end it is proposed to include this in the “New Patient Registration Pack” completed by all new patients. Further registrations will hopefully be obtained when the Promotion of the PPG at Surgeries take place.

### **Patient Sign in "Tablet"**

**TM** mentioned the new signing in screen in both surgeries. This is a fairly new piece of equipment to allow patients to register their presence for an appointment instead of having to report to a receptionist. Terry felt it would free up staff for other tasks, such as answering the phone. **DC** Commented that patients would need to know how to use the system and know what it is for. **MW** Staff would be happy to assist patients until they were used to the system.

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W French