**PATIENT PARTICIPATION GROUP MEETING:**

**MINUTES OF THE MEETING HELD 25th APRIL 2013**

**Update given by The Medical Centre** – last meeting attended with Practice Manager was at the Hilton Hotel.  The Primary Care assistant is no longer employed at the Practice and their role of Health Promotions has now been filled by Administration.

The promotions planned for this year are:-

Jan-Feb                Blood Pressure monitoring – using the POD in the waiting room.

Mar-Apr               Smoking cessation – using visual aids (jar of tar, posters etc). Administration had spent some time in the waiting area talking to patients and encouraging them to book into our stop smoking clinic.

Apr-May              Alcohol/drinking – visual aids ordered

May-June            Healthy pregnancy/child safety

June/July             Keep fit/healthy eating

Aug/Sept             Substance/drugs misuse

Sept/Oct              Allergies

Nov/Dec              Flu/cold/vaccine

**PPG:**

Thought promotion timetable was good and that visual aids would be more likely to have an impact on patients.

**The Practice:**

Any ideas put forward from PPG would be considered and if members would like, they can assist the Administration team in the waiting area with our promotions.

**The Practice:**

We are currently running a hypertension project where patients aged 40-60years who have not had their BP checked recently are being invited (via letter) to come to have it checked. The accompanying leaflet to the letter was given to our PPG for reference. Patients are being encouraged to use the pod on every visit – this will save the Doctors time.

**PPG:**

Doctors don’t check BP every visit when presented with other symptoms and some patients do not realise that the POD is there.

Our TV screen says “ask at reception for blood pressure**”** maybe this can be changed to “ for blood pressure reading -use our POD – ask at reception for assistance”  (The Practice will oversee)

Ideally reception staff should encourage every patient to use it when they come in.

Summer may be a better time to promote this as lighter clothes will be worn.

Leaflets throughout The Practice are much better than they were.

**PPG:**

PPG members would feel more comfortable if they could have a badge for when they are in The Practice. This would give them more confidence when approaching patients.  Badges to say **Patient Participation Group** (The Practice will order)

**PPG:**

Could the doctors and nurses select some patients who they feel would be suitable for approaching with regard to membership of the PPG.  We need to start promoting this again and gain more ideas so we become more successful.

**The Practice:**

Will ask GP’s and nurses for suitable names. Poster to be put up in waiting area.

PPG membership details are printed in our quarterly newsletter.

**The Practice:**

Questionnaires were completed by patients in February. We asked whether our PPG would audit them in The Practice and collate the results. It was confirmed that our PPG would do this on Thursday 9th May @ 11am. The Practice will look to carry out any realistic improvements as we try to run a good service.

**The Practice:**

Healthwatch  replaces LINK. The first meeting was held 3 weeks ago approx. PPG members are encouraged to attend. Healthwatch feed back to the CCG (Clinical Commissioning Group) and the CCG will collate information to assist all practices.

The date of the next meeting to be confirmed.

At the Healthwatch meeting , we were informed that partially sighted patients would benefit if all posters/information prepared by The Practice were yellow background with black print therefore we are in the process of changing our posters(where able) and adopting this procedure.

**PPG:**

If possible, could a female doctor be found for our practice as some patients prefer to see female doctors for some problems.  **The Practice** replied that it was a valid view and we  have always had a female doctor but we would have to see who applies for the position. In the meantime, we do have 4 female nurses who are qualified and very good.

**DIARY DATES:**

Thursday 9th May @ 11.00am – PPG audit of questionnaires in The Practice

Wednesday 5th June @ 12.45 – PPG meeting in The Practice

Healthwatch meeting for PPG to be confirmed at a later date