**Patient Participation Group Meeting**

**Minutes of the meeting held on: 12.05.2015**

**Present:**

Karen Hirst Business/Practice Manager

Mrs PW PPG Representative

Mrs PM PPG Representative

**Minutes:**

Mrs LL Practice Administrator

The PPG mentioned that they had not as yet received the minutes from the last Health Watch meeting which they were unable to attend. Karen said she would see if she had received them and would forward them on.

The PPG asked where the Practice was up to regarding phase 2 of Electronic Prescribing. This is when prescribing will go paperless. Karen said that we were no further with this starting and are waiting for the go ahead from the CCG. It was viewed that if every practice and pharmacy participates then it will be a good service but until then we cannot move forward.

Karen asked the PPG their opinion on how to word a poster for the Privacy Phone for confidential conversations with reception.

It was decided the poster should say:

**‘If you wish to discuss a confidential matter, please ask at reception’.**

A new survey was discussed with the PPG and they were happy to run this. They will come in the first week of June 2015. They were given a copy to show at the next Health Watch meeting.

Karen explained the Friends and Family Test, how patient’s feedback was looked at every month and actioned if appropriate.

The example last month was a number of patients had complained about Receptionists answering the telephone at reception whilst they were waiting to be see. It was explained to the PPG that the telephone does take priority as we do not know what the situation is at the end of line, it could be urgent, as opposed to someone waiting at the desk. The solution was the CCTV camera live feed was installed on a TV screen in the admin room upstairs. That way if a queue is at the desk the phone line will be answered by the member of staff upstairs, if they see the queue.

The new bereavement care package was discussed; the PPG said this was good and informative.

The PPG asked what our procedure was regarding bereavement and if the practice gets in contact with families once someone has passed away. Karen said that we usually send a Sympathy Card to the family if we know who they are. Karen said she would ask the prescription manager to see what criteria she follows.

The PPG asked what the NHS Health Check was, this was explained to them and they said they thought it was a very good service and would discuss this at their Health Watch Meeting.

Next meeting to be arranged when the survey results are processed.