**The Lakes Medical Practice Patient Participation Group**

**Meeting Minutes**

**Date and time: 27th February at 5.30pm**

**Attendees: TK, CR, MR, JER and JJM (minutes)**

**Apologies: CL, HS, RI, MH**

**Chair:** Roz Niedt

**Welcome and apologies**

Group acknowledged that apologies were confirmed at last meeting however it was not documented on the minutes.

**Review of last month’s minutes**

Patient survey – draft report of the paper survey was analysed by the group. 300+ responses have been received from the online survey. Group advised to send a prompt text to the patients to respond and complete survey.

Prompt text to advise that once the results have been analysed they will be available on the website. However, due to adverse weather the week of the meeting this has not occurred due to staffing levels being greatly affected in the practice.

Paper survey report highlighted that patients were not aware of the work of the PPG, discussed ways to highlight awareness. Use of the website, patient newsletter and new patient leaflet were discussed to make patients aware.

Also discussed GPs to have a refresher so all GPs are aware of one another’s skillsets.

Also discussed need to raise awareness of the website.

**Any other business**

Due to the upcoming CQC inspection, Ros highlighted some areas to discuss with the inspectors in regards to the work the PPG has done in the past year.

* Confidentiality – group to update the you said/we did board. Highlight the use of the call handling room
* Letter re painkillers – group reviewed and made it more patient friendly prior to the letter being distributed
* In house therapist – one of the first practices to do this, group discussed if this was relevant to PPG and advised not.
* Highlight the expertise of the PPG
* Claire – represents patients with families
* Schools approached about PPG attending to discuss needs of the Patient Participation Group. However, they were not forthcoming.
* Rosie – Ros to ask for a one liner to explain her expertise
* N.A.P.P – Group is affiliated with this, discussed recent bulletin on Organ donor legislation and group agreed to add to next meeting agenda.
* Patient Participation Group – it is PPG awareness week commencing 4th June. Group to discuss at next meeting and review the pack via the link on ebulletin/website. Also to put an article in the herald for awareness week. Promote self-care and minor ailment schemes at pharmacies also
* Suggested that CQC inspection report should also be in the herald/
* Ros discussed her collaboration with other PPGs – meeting planned for 18th April

**Next meeting – Tuesday 10th April at 5.30pm**