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| **PPG Meeting** |

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| **Date** | **Time** | **Location** |
| 23/08/2017 | 12:30-13:30pm | Dunrobin Street Medical Centre |

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| **In attendance** | Mr Capper, Shelley Brooker, Janis Johnson, Mrs G Wooliscroft, Mr & Mrs Green, Amanda Hulme, Ross Harrison, Dr Chand, Sati Chand, Donald Adam, Mr & Mrs Cotton |
| **Guests** | Laura from the Carers Hub |
| **Apologies** | Mrs Thompson, Ernie and Mrs Snape |

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| **No** | **Agenda item** | **Actions** |
|  | Everyone read and agreed Minutes of the last meeting  | Read & agreed |
| 1 | GP Q&A Dr ChandMr Green asked Dr chand regards wasted appointment and appointments that may only take 3 minutes instead of 10? Also asked regards minor surgery clinic?We explained we work in conjunction with Millers chemist who do a minor ailments scheme and where possible direct patients to that service. |  |
| 2 | Carers Talk Laura from the Carers Hub gave a talk and their facilities for carers and what is available. Leaflets and forms left at the surgery and some given to members of the group | 20 Mins |
| 3 | DNAThis was discussed and it is now on the jayex board for all to see so Ross to monitor this and discuss at the next PPG | Information is now on the Jayex board as requested – Look at the last 3 months in November’s meeting. |
| 4 | (In house) Patient Survey Report 17/18Members of the PPG were all given the data on this to view and overall we did very well.Issue with some patients regards privacy and Ross explained regards the confidentiality cards kept on reception for patient if they want word in private.Also some patients concerned regards no eye to eye contact with Dr when inputting the information of the PC some feel they are not being listened to. | Ross to speak to all Gps at the next clinical meeting to bring up any concerned regarding these matters. |
| 5 | National GP Patient Survey (17-18)Members of the PPG were all given the data sheet for this also on the whol did well |  |
| 6 | Care Navigation October Scheme Ross discussed this with the members and explained all welcome to attend the event that’s taking place on 11th October.On answering the calls to patients the reception staff will sign post the patients and send to the relevant person/place. | Most practices are going live with the Care navigation programme in OctoberSignposting patients to the most appropriate service ie pharmacy, walk in centre, PN, etcEvent taking place on 11th October 6-8 they think it will be at st pauls church (Not yet confirmed) Looking 5 ppg members to go? |
| 7 | Porch at the FrontThis is has been passed. | FYI - Have got planning permission now, awaiting for the work to commence.  |
| 8 | Any Issues with PharmaciesIssues regards Millers Chemist and the turnaround time for prescriptions.Ross to contact Millers to arrange a meeting to discuss the problems highlighted. | Ross to contact Millers to discuss any problems. |
| 9 | AOBTelephone problems hope are all now sorted and patients getting through to the surgery.Flu clinics information would be sent out to patients from the CCG and then patients to contact the surgery to find out the flu clinic dates. | Clinic dates will be made available for flu clinics. |
| 10 | PPG Meeting Date8th November 2017 @ 12:30Also will try to arrange a talk on Alzheimers. |  |