

# **Minutes of Patient Participation Group Meeting**

**Tuesday 10<sup>th</sup> September 2019 at 6:00 p.m.**

**Present:** Carol, Karen

**Apologies:** Julia, Janette, Ann, Michelle, Mel

## **Minutes from last meeting**

The minutes were agreed and outstanding actions are on the agenda.

## **Carer activity**

We now have 269 carers. We have a new carers champion – Zena Spink. Zena will contact the local schools to make herself known to the family liaison workers.

## **Friends and family review**

We had 3 responses. 100% are likely to recommend. No comments.

## **CQC phone call**

The CQC (Care Quality Commission) have a new regime. All practices receive a visit every 5 years. Good and outstanding practices receive a phone call every year. We had our CQC phone call on Thursday 29<sup>th</sup> August. The phone call went well and the CQC are happy with the practice. They will not be carrying out an unscheduled visit. Our next scheduled visit will be 2020. The CQC inspector particularly liked the work that the PPG had done on encouraging cervical and other screening in their newsletters.

## **Youth on PPG**

We agreed it would be a good idea to speak to Sponne School to see whether any of their 6<sup>th</sup> form students would like to join our PPG. This would bring the valuable voice of the younger person to our group, and provide an interesting experience for youngsters wishing to go on to study medicine or other medical related subjects at university.

## **Primary care networks**

Work is proceeding on primary care networks, with the practices in Towcester and Brackley working together. There will be further recruitment of clinical pharmacist and social prescriber.

## **Newsletter**

We agreed the following topics for the newsletter:

- Zena – new carers champion
- primary care network
- CQC phone calls successful
- meet new mental health nurse Sharon Hutchinson
- new receptionists
- preparing for winter – flu vaccine, pneumonia vaccine, shingles vaccines if eligible – remind patients what to do if unwell
- out of hours – encourage patients to make use of the pharmacy, and have a well stocked medicine cabinet.