**Minutes PPG Meeting 11th July 2018**

Held at Beech Hill Medical Practice

**Attendees** JW, JP, GL, PD, BW, HG, ID, A PC, CH

**Guest Speaker** did not attend – apologies sent by the bowel screening team who were due to give a presentation

**Apologies**- JH, JH, PG, PT, HK

JW & JP welcomed everyone to the meeting and introductions were made by all. A New member joined the group for the first time HG

**Practice Update**

CAB JW advised the group that the CAB funding has been extended to March 2019. This is not necessarily for Beech Hill Medical practice but the project as whole. The breakdown of this is currently being looked at. It will still be very useful that feedback from patients is obtained on the benefit to them of having the service within the practice.

**Start of new G.P in August**

Jw advised the group that Dr Shrivastava is a new female G.P starting at the practice in August. She will be working on a Monday, Tuesday and Thursday. This will be another permanent G.P within the practice and reduce the need for locum cover within the practice.

**Update from Chair & Events attended by group members**

JP provided an update from the PPG forum that she recently attended.

* There is currently a review of the respiratory services and they are looking for COPD patients who would provide a review of the service. JP asked JW to put forward to patients if anyone would like to take part in this. JW will speak to the practices nurses to make this offer to patients.
* End of life strategy. JP & AH have had great involvement over the development of the end of life strategy and today received a nomination
* at the PPG event. Nominating them for their contribution to this project. JW thanked both for their commitment to this very worthwhile project and congratulated them on their achievements.
* JP reported on a new project she has been working on. This would be local bereavement listening service. Funding has been sourced to offer this across Wigan and it is felt this is a much needed service. It must be stressed this is not a counselling service but a bereavement listening service. The service would operate from a number of locations across Wigan including locations outside of G.P practices in an attempt to make this inviting to anyone in need of the service. JP also advised volunteers are being sourced for this project should anyone be interested. This would involved
* A training day
* CRB check – funded
* Safeguarding training – funded.
* JP Suggested anyone intested in this should put forward their details to JW who will pass onto JP.
* AH provided an update from a cluster meeting attended. AH advised there was a very large document relating to ingreated services as this was best to email out as it was such a lengthy document (will send out with minutes)
* It has been suggested that a PPG cluster newsletter will be produced to allow the work of each PPG to be shared.
* There is currently a 7 week wait for ear services across the borough as this has been a complaint for some time at the length of time patients are needing to wait for an appointment.
* Primary care standards some PPG members had reported they were not informed of the primary care standards and what their practice was involved in to meet the standards. AH advised our patient group receive regular updates on this.
* Information for those who are no already aware that the CCG is now working in partnership with Wigan Council and Donna Hall is the lead.
* AH also advised the group that Beech Hill medical practice is the most well attended Patient Group. Which is great to hear.
* ID also recently attended an event on Musculoskeletal/Orthopaedic Redesign Project, to which he gave some brief information. ID also advised he had the slides from the presentation which will be shared with the group for information.

**Practice questionnaire**.

The group reviewed a questionnaire undertaken in 2012 at the practice and reviewed the questioned included in this. All agreed the questionnaire is too lengthy and also debated how useful the information in each question would be to the practice and if any changes could actually be made in light of this feedback. In summary some of the chosen topics to formulate a more concise questionnaire are to include

* Staff
* Opening hours and awareness of the vast availability offered
* Ways of booking appointments
* Alternatives when the practice is not open
* Ways in which the practice could improve (an open questionnaire for patients to feed in any concerns they have)

Throughout the discussions points raised were

The group still feel more needs to be done to promote when the practice is open and the group feels the T.V screen is an excellent way to do this. Also the services available when the practice is closed.

**AOB**

Nothing for today

**Dates and times for future meetings**

Members prefer the meeting being held at the practice so we will continue with this.

* September 11th 2018
* November 13th 2018