**Minutes PPG Meeting 19th July 2019**

**Attendees** JP,PH,PG,PT,ID,JB,PC, JW,

**Guest Speaker** Infection Prevention and Control Lead WBCCG.

**Apologies**- CH, JH,JH,DB,AH,HG

JP welcomed everyone to the meeting and advised of the apologies.

**Presentation from Julie O’Malley. Infection Prevention and Control Lead WBCCG on Sepsis Awareness**

Julie provided the group with a presentation on sepsis. This involved

Video clips of patients who have been affected by sepsis. A lady who had lost her baby to sepsis and a sepsis survivor and the affects this had on her life.

The group found the presentation very informative as Julie discussed briefly

* What is sepsis
* What causes sepsis
* The signs of sepsis
* Tools used in general practice.

The group asked if the practice had posters and resources available for staff and the waiting room. JW explained the 2nd training session has not been delivered yet to the staff. Once this has been done then the resources will be shared with patients.

Julie advised certificates will be given for those who have attended the session this evening.

**Practice Update**

* **Citizens Advice Project** Nothing to report. The Project to continue as it is for the moment.
* **Family and Friends.** JW shared with the group the comments made on the completed family and friends surveys in June that patients had consented to being shared. All agreed it was very encouraging to see the positive comments on various subjects.
* **Change in Appointment booking** JW touched on the new signposting service, when patients contact the practice to book an appointment. As the practice now has our clinical pharmacist we feel it will assist in streamlining access to the most appropriate person for the patient. Patients do not always need to see a G.P, it maybe another person is more appropriate for their need.

At present JW explained this is still in its infancy but up to this point patients have been understanding of the reasons to move to this process. ID commented that he had a positive experience of the process. He rang with a medication query was offered a telephone consultation with the practice pharmacist and received a call back within the hour. JW explained we will be obtaining feedback from patients over the coming months.

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

* **Bereavement Listening Services**. JP advised the next step is for the proposed sites to be risk assessed.

**AOB**

* **Annual PPG Conference** JW gave a short summary of the annual event held on the 4th June 2019. Firstly congratulations were shared on the nominations the group received for the awards and also JP received a nomination and commendation for patient ambassador of the year. This demonstrated the consistent work and commitment from the group and the chair. Feedback on the event was the topics did not provide much information that was not already known. It was felt previous events have been better. The table discussions were positive and the topics discussed reflected current arrangements within General practice, including active signposting before being offered an appointment.
* **JB Update on Roche.** JB provided up update on his project to get Roche to re consider the number of test strips they supply in each pack to prevent waste. JB has been collaborating with Wigan Borough Federated Healthcare on this project but the work so far has been unsuccessful. JB provided some notes on his work which are included in the minutes.
* **Questionnaire.** Members of the group were given a questionnaire, to complete and return, to provide feedback on the NHS and council working together.

**ID update.** ID provided a summary from a recent urology event he had attended, which the group found very useful**.** Brief points include

* New patients being seen at the Richmond centre at Leigh
* Cystoscopy’s is done using video technology
* No current routine screening in place for the prostate Cancer
* PSA test should be done in conjunction with a rectal examination following consultation with a G.P
* Macmillan offer support for patients with a new diagnosis. Both practical and emotional support is available.
* 130 new cases of prostate cancer are diagnosed each day

**Meetings**. It was suggested it might be useful to change the point in the month we hold the meeting to allow it to be nearer the forum date to feedback. JP will enquire at the meeting tomorrow what the future dates are to see if we can coincide the dates.

All attendees were thanked for their time in attending the meeting and the updates they provided.

**Dates and times for future meetings**

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

* September date to be confirmed
* 12th November 2019