**Minutes PPG Meeting 8th May 2018**

Held at Beech Hill Medical Practice

**Attendees** JW, HK, JP, PT, CH, ID, JW, SC, AH, GL, PG, JH, JH, PC PD, JB,

**Guest Speaker** JW & SC from Start Well

**Apologies**- BW

JW & JP welcomed everyone to the meeting and introductions were made by all.

**Presentation**

A presentation was given by Jan & Sue from Start well. They spoke about the services that are offered and the positive impact that engagement with the programmes can have for families and children. Activity timetables were provided for the group and left for the practice in order show what is available. The group found the presentation most informative and praised Jan & Sue for the positive work done.

**Practice Update**

**CAB –**J.W provided an update on the Citizens Advice Project taking place. Regular meetings are being held to monitor the effectiveness of the pilot. Part of this is to understand trends and patterns within the service and the impact this has on patients and the practice. Praise was given to how well the service is doing in the practice and the positive feedback that has been received from those who have utilised the service. The current pilot is due to run to July. We as a practice want to support the continuation of the project. The group were asked if they would consider visiting the practice to obtain feedback from patients on their thoughts around having the service in the practice.

**Wednesday Afternoon**

The group were asked for input into our Wednesday afternoon arrangements. What as patients would they like to see offered on a Wednesday afternoon, taking into account that the services may be up and lifted from other parts of the week. Various views were provided by members. Emergency appointments only were suggested but concerns from others were how this would be policed. Telephone triage was also suggested to allow the G.P to determine of the patient really needed to be seen. The group felt Wednesday afternoons should not allow prescription reviews if operating a reduced service. It was raised that we are within the current climate of retail 7 day operating, so general practice should really cover Monday through to Friday as a minimum. It was felt in summary approx. 3 G.P’s to start and monitor the increase in demand and review. The views of the group will be taken back to the partners and included in our discussions for plans.

During our conversation the services that are currently offered to patients when the practice is closed where discussed. It was raised by a member of the group that the Hub service was not widely known about with patients. JW advised this is always offered as an alternative to patients who are not able to have an appointment at the practice at that time. We use the practice website and Facebook page to promote the service. JW advised we must take on board the feedback and advised that the practice has leaflets for the Hub services. We could insert leaflets into letters being posted out from the practice already so to further promote but not incur additional postage costs. The group agreed this would be a good idea.

**Family and Friends**

A Summary of Feedback from recent family and friends surveys were shared with the group. The feedback was very positive 11 patients stating they are extremely likely to recommend the practice and 4 very likely. All agreed the feedback was very encouraging.

**Patient Survey**

JW advised the group she felt it was time the practice conducted a practice survey. The group were asked if they would support the practice in this by attending for a short time in order to obtain feedback. Feedback regarding the CAB service could be done at the same time.

JW explained that any assistance with this would be appreciated and periods as short at 1 hour would be adequate if members could offer this. (Details of arrangements will be sent via email with the minutes)

**Privacy statement**

The practice is currently preparing for GDPR. In summary this is a new Law that determines how personal data is processes and kept safe. A privacy statement and leaflet have been designed for patients. Copies of which have been brought to the meeting for the group to view prior to being given to patients. JW explained to the group this is something that affects the practice as a whole including non-patient data such as staff records etc.

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

JP advised that the end of life strategy questionnaire is currently being summarised and will be available for July. Some of the members may have completed this as copies of the questionnaire where brought to a previous meeting if members wanted to complete and return.

JP had also attended a meeting on the new surgical unit and had detailed information on this. JW will obtain electronic copies and share with the minutes.

AH attended a further event on the Healthier Wigan Partnership and was very impressed with what was discussed. AH informed the group that this should hopefully bring much more joined up ways of working for all involved.

ID had attended a meeting which included a review of mortality and avoidable deaths. The numbers of avoidable deaths do appear to be reduced and weekly reviews are taking place investigating the reasons for the death. A matter discussed is that Wrightington have no A&E department. Reference has been made to the delay that will be incurred for patients needing to travel to Wigan for A&E services.

PD attended an Autism Workshop held at Sunshine House following the presentation we had at the last Patient meeting from Sunshine House. PD advised the guest speaker gave an excellent presentation that was very moving.

The practice is very appreciative of all patients who attend events and report back to the group.

**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.

* July 10th 2018
* September 11th 2018