**Minutes PPG Meeting 14th May 2019**

**Attendees** ID, JP,CH, PG,JH,JH,HG,AH, WLY,JW

**Guest Speaker** New Clinical Pharmacist

**Apologies**- BW, PC

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

**Presentation from New Practice Clinical Pharmacist**

The new practice clinical Pharmacist was introduced to the group and provided a short presentation on her role. Brief points included:

Previous role and background.

Part of NHS pilot from 2016.

Role will include

* Discussions available for those experiencing side effects of medication.
* Understanding reasons why certain medication are being prescribed.
* Medication reviews.

Both telephone consultation and face to face appointments will be available.

The role will evolve over time within the practice.

The group asked questions on scenarios and all agreed the benefit for the patients and practice from the addition of the new role.

**Practice Update**

* **Citizens Advice Project** Nothing to report. The Project to continue as it is for the moment. JW has made enquiries into the funding streams into the new financial year but is yet to be informed.
* **Family and Friends.** JW shared with the group the comments made on the completed family and friends surveys in April that patients had consented to being shared.
* **Change in Appointment booking** JW discussed plans for the practice to introduce a new signposting service, when patients contact the practice to book an appointment. Patient leaflets were distributed for the group to review prior to the launch with patients. As the practice now has our clinical pharmacist we feel it will assists 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.

The group provided comments and feedback on the new process. The group asked how we intend to monitor patient’s thoughts towards the system. JW advised feedback from patients will be obtained over the coming months to ensure we continue to enhance the process.

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

* **Bereavement Listening Services**. JP advised from 01st June there should be an update on the roll out of the bereavement services. A programme of education is taking place for 22 link workers across the borough.

**AOB**

* **Car Park.** The group discussed how problematic the car park is at present and how it has been noted that local residents on occasions, use the carpark which is taking valuable spaces that patient’s needs. JW explained the practice had tried to liaise with local residents regarding this. By offering use of the practice car park for late evenings and weekends when the practice is closed but have asked the vehicles are moved when the practice is opened. This has improved the situation but we do still experience vehicles being left during the day when the practice is open.

**Queue outside of the practice in a morning**. A member of the group spoke about the sizable queue outside of the practice prior to the practice opening to secure an appointment. Jw explained the practice offer a number of ways in which appointments can be booked. This includes Advance appointment booking and on the day availability. Patients can attend the practice or telephone the practice for appointments. Patients can also book appointments without the need to attend via the online system. This is heavily promoted with patients to try and save them unnecessary visits to the practice, however attending is the preference of some patients.

* **PPG Awards** AH advised she had prepared a nomination for the PPG awards detailing the success of our group and the projects that have been achieved.
* **Borough Wide Event 4th June 2019**. The annual event is being held at Leigh Sports Village and the offer was made for all to attend.

**Future meeting speakers**

Wigan Borough CCG Infection Prevention and Control Lead has been scheduled to provide a presentation on Sepsis awareness for the July Meeting.

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.

* 9th July 2019
* 12th November 2019