**Minutes PPG Meeting 20th November 2018**

Held at Beech Hill Medical Practice

**Attendees** JW, JP, AH, CH, ID, PC JH

**Guest Speaker** None present

**Apologies**- JH, JH, BW, HG,PG, HK

JW welcomed everyone to the meeting.

**Practice Update**

* **Primary Care standards** JW had been approached to give the group an update on the primary care standards. All felt this was best postponed to the next meeting due to the number of apologies received this evening

**PPG Funding.** JW reminded the group that the patient group have access to up to £300 towards projects and tasks that are relevant. Up to this point there has not been project that has required funding so this matter has not been raised. The practice covers the cost of the printing of any documents and facilitating the meetings etc. If a project arises in the future JW would need to submit to the practice partners for approval of the release of funds.

* **Citizens Advice Project** No update for this meeting. Project to continue as it is for the present
* **Offer of meeting at Wigan and Leigh Hospice.** JW reminded the group of the offer made at the last meeting from the guest speaker Alan Baron from Wigan and Leigh Hospice, for the group to attend and see the good work at the hospice and hold a meeting from the site. It was agreed we will request this for our March 2019 meeting
* **Clinical pharmacist.** The group were informed the practice is advertising for a clinical pharmacist to become part of the practice team. This person will hopefully lighten the administration burden the G.P’s face. Some suggestive tasks the person may undertake include.
* Review and update of medication
* Action from hospital letters to medication changes.

A number of practices across the Wigan borough have already taken the step to introduce this role to their practices and have found this very useful.

* **Flu programme 18/19**

JW gave an update on the flu programme for this year and again summarised the difficulties practices faced this year due to the late notification of staggered delivery dates. This has meant the way in which clines operate had to be changed completely to allow for the staggering in delivery. The group praised the structure of the programme this year in light of the challenges faced and felt the programme ran as smoothly as it could have. A group member offered a suggestion could be to design the way in which patients wait slightly different for next year, to offer slightly more privacy to those in the room having the vaccines. JW thanked the group for this feedback and advised this will be passed onto the team. JW did advise when the programme is complete we will hold a clinical meeting to discuss the overall outcome of this year’s programme.

**Update from Wigan Cluster locality PPG**. As our group members had sent apologies for this meeting JW gave a brief update on these matters from notes provided from HK. This information cannot be documented as at the time of the meeting the minutes had not been agreed.

**Patient survey.** The group were informed that the survey had recently been completed in the practice by members of the group, who had volunteered their time in the practice to speak with patients and encourage completion. The group were all thanked for this as this work has been vital. A summary of the results are enclosed but over all the information was very informative. 200 patients took the time to complete the survey and this provides vital feedback so the practice is very appreciative of this. A selection of the comments were viewed by the group and it was felt that overall the comments were very positive. As the final survey have only recently been completed JW will aim to have all of the comments summarised into a document for the next meeting. The group were again thanked as the project has been successful due to the contribution from the group. As the group undertook the design of the questionnaire in ensuring the questions were appropriate and would give useful feedback. The group then volunteered in the practice to work with patients in order for the questionnaire to be completed. The practice are extremely grateful to all members for their support with this.

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

* **Bereavement Listening Services**. JP advised a training date had been attended by AH & ID but JP did feel the day did not run as smoothly as it could have done. We are now awaiting the next stage of the process. This opportunity is still available to anyone who wishes to be involved.

This will be bereavement listening service based in practice across Wigan independent of the practice services.

* **Making smoking history** IDadvised he attended an event in October. d provided a brief over view of the presentation but it was positive to hear that Wigan displayed a decrease in the number of smokers and the work with this continues

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**AOB**

All attendees were thanked for their time in attending the meeting.

**Dates and times for future meetings**

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

Next meeting

* January 15th 2019