Minutes PPG Meeting 24th October 2017 held at St Annes Church Hall, Beech Hill Avenue, Wigan

Attendees JW, RS, JP, LE, AM, ZT, SJ, JB, PG, JH, AH, PD, HK, JH, JH,

Apologies- ID

 Jenny & Jean welcomed everyone to the meeting and introductions were made.

 As we have some new members attending the group a copy of the terms of reference were handed out to all. A brief summary was given by Jenny reminding all that it is important to hold one meeting and for all to be aware this is not a forum for individual complaints. Individual complaints are best handled by reporting in to the Practice Manager outside of the meeting for matters to be discussed or investigated.

1. Presentation

A presentation was given by Alison and Zoe from the medicine management team within Wigan Borough Clinical Commissioning Group. The presentation was regarding medication waste and steps that can be taken to help with this. The presentation was most informative and detailed the work that has been undertaking to promote the benefits and cost savings of this project. Alison and Zoe advised there are plenty of promotional materials available and would appreciate feedback as to where posters could be displayed to have most impact. Jenny can obtain the materials should anyone wish to display in a location they are involved with.

John Binks a new member of the group spoke about the work he has undertaken on the waste of prescription items for INR testing. John feels the CCG could do more to influence change in this. It was felt the CCG are not in a position to enforce change with this but this could be something NHS England could review. John advised he has written to members of the board within the CCG regarding this. It was discussed that a meeting is held within the CCG where members of the public can attend to discuss their views and ideas. Jenny will look into this and feedback to John

1. **Practice update**
* Electronic prescribing - since the last meeting the practice has gone live in June with electronic prescribing. This has been a positive move for both the practice and the patients. Members of the group who have used the service provided positive feedback on this.
* Online access – the practice is working continually on promoting online registration to patents. This allows patients to order medication online and book appointments. The practice made significant changes to the online appointments service to allow patients to book on the day appointments from 8am each morning – again positive feedback was received regarding this from the group.
* Nurse mentorship scheme – Nurse Rachel Smith spoke about the degree module she has recently undertaken to allow her to become a nurse mentor. The practice is wanting to assist training nurses in placements in general practice, to hopefully open the opportunity of them working in general practice in the future. There is currently a large cohort of existing practice nurse all due to retire at a similar time potentially leaving general practice with a shortage of Practice Nurse. This proactive scheme is an attempt to prevent this.
* Text service -The practice has recently launched the text reminder service. This has again proven popular and the practice are planning to extend the uses for this services over the coming weeks once some technical difficulties have been resolved.
* New website – Just yesterday the practice has launched our new website. Users will hopefully find this website more up to date, current and more user friendly. We appreciate the feedback from anyone who has any comment regarding this.
* The photographs in the surgery were raised by the group. It is felt they need to be replaced as they do not appear professional. Jenny advised this has been discussed and will be addressed very soon.

**3 update from chair- Jean Peet**

Jean the chair of the PPG provided an update of meetings she has attended recently

* Neuro rehab is to be moving to Trafford and transport or this is currently being looked at
* Medication- what will and won’t be prescribed. This is a very controversial topic but certain types of medicine including ibuprofen, paracetamol, cough syrup, antihistamine and many others are currently under review. As the cost of purchasing these items is so minimal compared to the prescription price for the NHS and if these items may be removed from prescription. It was discussed that although this has benefits it also has drawback for example a patient on regular paracetamol, will struggle to purchase the required amount due to the restriction on purchasing 2 boxes at a time.
* Jean and Ann also advised they attended a meeting regarding end of life. The current “pathway is to be removed and this is being reviewed and re named as “end of life pathway”
* Jean has also recently attended a session regarding the New A&E triage centre. Jenny advised she obtained the details of someone within this project and contacted them regarding a potential visit for Jenny and Jean to review to set up and structure. Up to this point no reply has been received.

**Dates and times for future meetings**

Jenny suggested planning the next 3 meetings head to allow guest speakers to be arranged the date of the next 3 meetings scheduled are

* Jan 9th 2018
* March 13th 2017
* May 8th 2018

Jenny suggested to invite the community link worker to the next meeting to discuss the great work they undertake.

**AOB**

Jenny apologised to the group that the room has been so cold- as it is a new room we did not know how to work the heating system, but will ensure the room is adequately heated for the next occasions.