**Minutes PPG Meeting 3th September 2019**

**Attendees** CH,PC,PG,ID,BW,PD,JH,JH,JP,AH,JB,JW,CS

**Guest Speaker** Charlotte Schofield Community Capacity officer

**Apologies**- HG

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

**Presentation from Charlotte Schofield Community capacity officer from Wigan Council.**

Charlotte gave an over view of her role working with the community. Charlotte spoke about the deal and the commitment from the council but also the commitment needed from the residents and communities. Charlotte touched on how important it is to empower communities to make a difference. The community investment fund was launched in 2013 to support community groups and projects working towards improvements. So far £10 million has been invested in the community. Support groups have the ability to bid for funding for projects. £1 million is available in 2019. Schools, start well centres, community and voluntary sectors parents/carer groups and many more are eligible to apply.

Charlotte advised a local meeting was being held over the coming weeks details would be shared and encouraged members to attend.

**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 July and August that patients had consented to being shared. All agreed it was very encouraging to see the positive comments on various subjects including a locum doctor who works with the practice when required.
* **Active signposting.** JW had been asked by a member to discuss the appointment process. One member advised they needed to attend 5 times over a 2 week period and had found it difficult to see the same G.P on these occasions. They also were not happy about having to provide the information the receptionist has asked. JW sympathised but advised it would be difficult to see the G.P in the example given due to the fact none of our G.Ps are here 5 days per week due to the increasing workload. The majority of our G.P’s work part time and therefore have differing doctors in from day to day. We also reviewed the template the staff are currently using to obtain information from the patients. We explained the template is given to the patient at reception rather than verbal questions asked to protect confidentiality.

**Flu arrangements 2019.** Jenny discussed the flu arrangements for this year with the group and the difficulties we have experienced with the late deliveries and the number of occasions the scheduled deliveries have been changed. This makes the planning of sessions very difficult. JW acknowledged the importance of vaccinating our patients who are at risk but with these vaccines being delivered in small numbers and over a vast period of time we are having to delay some of these clinics which some of our patients feel is unfair. The group are very supportive that the practice is operating a system based on the resources we have available.

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

JP had attended a PPG meeting with members of the CCG. JP summarised from the Meeting

* The introduction of primary care networks, this is a way of formalising practices working together.
* Trainee fellowships. 7 have been agreed in Wigan
* The restructure of the CCG

AH & JP had today attended a meeting with the new CCG director present, Craig Hall. Craig delivered a strong message that he wants to be patient focused.

ID had also attended a coffee morning meeting were the following points were discussed.

* He was informed improvements in residential homes are being made. Which is positive
* Sepsis is a current clinical priority
* The importance of incident never event reporting being made.

ID also reported he had attended a shining a light on suicide event which reports middle aged men are the greatest victims. There is an e-learning package available for those who would like to know more.

**AOB**

n/a

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.

* 12th November 2019