**Minutes PPG Meeting 26th September 2023**

**Attendees** JP, BW, MS, PH, CG, MS, JD, ID, PD JW

**Apologies**- PG, CH, DB

JP welcomed everyone to the meeting and advised no apologies have been received for tonight’s meeting.

**We had invited a guest speaker from the new research centre at Ashton in Makerfield however they are unable to attend this evening so will attend a future meeting.**

**JW provided an update flu programme for 2023/2024.**

We are delighted that we are able to return to the pre covid flu arrangements in practice.

We will hold open clinics from Monday the 2nd October. These will run for 4 weeks as follows

Morning clinics Monday – Friday 9.30am – 11.30am

Afternoon clinics Monday, Tuesday, Thursday and Friday 2.30pm.- 4.30pm

If anyone is unable to attend these sessions appointments can be arranged outside of these times. We do not need to invite patients to clinics with any restrictions as we have in recent years .As all vaccines are arriving in bulk, where as due to covid and restrictive batch deliveries, we previously needed to invite patients in groups of the alphabet to allow for social distancing and the small numbers of vaccines we were receiving at each time.

Our nursing team are very much looking forward to seeing our patients again to protect them against the flu.

We also advised we are delighted that colleagues from the screening departments both breast screening and bowel screening will be joining some of our flu sessions. This is to promote the screening to our patients and

answer any questions that patients may have.

Screening is vital and saves lives. There may be any number of reasons patients have not taken part previously in screening and we hope this will be the opportunity to break down those barriers.

Eligible patients from our practice are due to be invited for the 3 yearly breast screening during the autumn of 2023 so we hope the screening team will help us reiterate the importance of attending.

**Access to medical records.**

JW shared with the group some information prior to the go live of access to medical records on 3st October 2023. Full Access to Medical Records has been planned for some time but has been postponed to allow for greater preparation across the country.

JW shared

* That patients agreed 16 and over who are registered with a G.P practice and have an account for any online services will have access to their record from 31.10.23 (dates may vary across practices dependant on the clinical system)
* The benefit is that patients can use their record of part of self-management for complex health conditions to meet their personal health goals and outcomes.
* It is essential that practices remain vigilant and ensure that data entered is factual and correct.
* Practices also have a responsibility to consider the risk to patients and information that may be considered harmful. In some instances, the practices will not enable access in order to protect the patient.

**Hard to reach patients**

JW explained the practices is undertaking work to reach out to patients who may not have engaged for some time with the practice. For example patients who despite being invited have not attended for their blood pressure in x number of years. JW asked the group for their ideas in how we can break down the barriers that prevent patients from engaging in being proactive for their own health and benefiting from improved health outcomes.

The practice uses a variety of methods to contact patients in an attempt to be successful including writing to the patients, phone calls, text messages.

The group discussed and compiled the following ideas and suggestions

* Supermarkets. Almost everyone needs to attend a supermarket this is a good way to capture those who may not ordinarily engage at practice level.
* Sports events such as football or rugby matches held locally. If representatives from the events advocate engagement in looking proactive healthcare then attendees may be more inclined to take this onboard.
* Community groups
* Asking loves one to check – when did you last attend for a health check or blood pressure?

JW thanked the group for their ideas and suggestions, and these will be passed on.

**JP provide a brief update from meetings attended**

The research centre at Ashton and suggested we invite to one of our future meetings.- this has been done and awaiting a further meeting date. The hub are always looking for further volunteers.

Salford trauma centre. Has cost 48 million pounds it has 5 floors and a helipad and will be a welcome addition to our healthcare system.

Members raised some concerns about feedback from 3rd parties. We listened within the group. JW advised that it is difficult to provide feedback and explanations to feedback that is received without knowing the full history. We strive to provide the best service but if improvements are needed this will be looked at. JW will take forward the information provided and explore processes internally.

**Chairs in the waiting room**

The chairs in the waiting room are due for recover, visitors have noted and commented on this. The practice already have this high on our improvement agenda action plan and have been liaising for costings regarding this work being done. The group were assured this is a priority.

All attendees were thanked for their time in attending the meeting and will be advised of our next meeting date.