**Notes GP Partners PPG meeting Thursday 9 November 2017 12.30 – 1.30pm**

**Heald Green Health Centre.**

**Present**

Dr Penny Owen

Dr Carmel Morris

Jenny Smith

George Roger

Christine Morgan - notetaker

**Discussion points and actions**

**1. Support/Partnership with Practice staff**

Both Penny and Carmel re-affirmed their commitment to wanting to have an active PPG in order to promote patient education, support the practices and to be able to get the views of patients from time to time over changes, developments or other issues.

**2. Current PPG membership and planned recruitment**

It was acknowledged that the current membership of active PPG members is predominantly the more elderly and that new members are needed to get a better spread of age, interests and backgrounds that reflect more fully the registered patients of both practices. Currently Christine and George are the only committee members so need more people to share any work.

Support from the practices is essential for reciprocal communication and to ensure that PPG information goes on the website in a timely manner.

**Actions:**

* It was re-confirmed that **Jenny Smith** is the first point of contact and that **Heather Bobbit** is to be copied into any communications and to cover any actions if Jenny is unavailable;
* **Jenny** to ensure items are put on the website;
* **Christine** to draft a survey to send out to all registered patients to tell people about PPG possibilities, find out about people’s interest and skills and hopefully to recruit some new volunteers. The survey can be sent out via email, be available in hard copy and on the website;
* **Jenny** to find out how many patients have email addresses listed and group them so that information can be sent out from the PPG via each practice.

**3. Change to PPG programme for 2018**

George proposed that evening talks are limited to 4 per year and in discussion it was agreed that:

* Talks would run quarterly in **March, June, September and December on the first Thursday of the month;**
* **Two of the four** would be led by Drs Morris and Owen and two organised by the PPG;
* **Ideas include-** Signpost, Stockport carers (new date TBC), Advanced Nurse practitioner, In house Pharmacist, Diabetes Expert patient scheme.

**Action: Christine to draft 2018 programme and share with everyone for comments**

It was discussed that if new members are recruited they should be encouraged to lead on other areas of support for the practices, which align with their interests and what is needed. The quarterly talks would be just one element of PPG support for better health and wellbeing.

In discussion it was suggested that there could be further benefits by linking up with existing community events such as:

* Ratepayers yearly publicity of societies and groups
* Making use of Contact newsletter
* Linking with Faith groups such as the local mosque

**Action: George Rogers to follow up and report back.**

The links with the CCG and other neighbourhood PPGs in Cheadle was discussed with a view to maybe linking up for a joint consultation evening currently taking place up to the end of November or for future events.

**Action: Christine to follow up with CCG and Chair of Cheadle neighbourhood and/or practices PPG Chairs and members.**

**4. Promoting use of online access to services (records, appointments, renew prescriptions, test results) dealing with blockages to access;**

Carmel and Penny noted that there is a target of 20% of patients to be signed up to online services during 2018 so a promotion in this area would be useful. Christine has already had a discussion with the library about potential drop in sessions to help people use the EMIS APP or via the website.

Some patients have reported that after signing up to online services logins have not been made available and some staff don’t have the current knowledge to be able to advise further so some patients have given up. Future actions include:

**Actions:**

* **Penny and Carmel to ensure all staff are trained to advise pateints on how to obtain a login**
* **Christine and George to explore further with the library to set up some drop in sessions to assist with actual use of the EMIS access once patients have their logins.**

**5. Feedback from members attending the PPG meeting October 5 2017**

In an open discussion with members the following points were raised:

* Questions re phone system & non-urgent GP appointments.
* Making appointments online not available (although stated on rolling screen).
* Photographs of staff on notice board – very important.
* Experience of patients with impaired sight whilst waiting to see someone.
* Question re health checks for certain age groups

Carmel and Penny explained that the phone system is centrally organised so they have no control over its operation.

Online appointments are being made available but go very quickly.

Photographs of the doctors are planned to be put on the board soon. As regards other members of staff it was felt that there wasn’t enough space available in the centre but that they could go on the website.

Patients who have hearing or sight impairment are flagged on the system so the doctors or other staff know how to greet them accordingly.

The only remaining health check in place which is age related is the over 50s one.

**Meeting closed at 1.20pm**