**PATIENT PARTICIPATION GROUP MEETING 7/7/15**

**MINUTES OF MEETING**

**Attended:** Chair PG, MY, MK, CB, RH, BD, GE Practice Manager, CC Practice Nurse, DR Secretary.

**Apologies:** HB

Minutes of last meeting were agreed.

**Matters arising**

PG requested that everyone in the PPG consider ideas for future agendas and provide them before the meeting. None where received before the meeting but the group would like to invite a pharmacist and healthwatch to future meetings. PG invited further topics to be discussed or events. GE suggested the group could be involved with health promotion events at the practice focusing on national campaigns CC will look at forth coming events and share them back to the group for discussion.

Since the last meeting the group supported the practice with its Dementia Friends event feedback from Dementia Friends was very positive and the day had been well worth while and a number of patients were offered advice and help.

For future meetings the practice would like the group to put forward agenda items before the next meeting and send them through to DR.

CB commented that his GP had not seen the minutes from the last meeting GE will send a notification to all staff at the practice reminding them that the minutes are available on the practices F drive under Patient Participation Group, the website and the PPG folder which is kept in the conference room.

The group thought it would be helpful to patients if the receptionist on the front desk name was displayed. It was commented that staff do not always wear their name badges GE will send a notification to staff reminding to wear these.

CB commented that most surgeries have a photo board of all the doctors displayed in reception. GE will look in to this.

GE explained to the group the practice had recently trialled a triage system for patients needing an appointment on the day. Patients who ring are asked for a brief description of their problem and the telephone number is checked and they are told the GP will ring them back. This means that a patient requiring advice or just a prescription does not need to be seen in an appointment. Patients can still book in advance for routine appointments. Although the practice has displayed poster and a notice board display about the new system in reception it was suggested by the group that an explanation of the system is added to the website. DR will update the site. The new system was well received by the group

Some members of the group have had problems accessing the website so the link below has been added to the minutes.

[www.linghousemedicalcentre.nhs.uk/](http://www.linghousemedicalcentre.nhs.uk/)

**Invitations to future meetings**

RH enquired if the practice about whether the practice has a pharmacist within it’s team and the group were very for the pharmacist to attend the meeting and tell the group about their role. CB also asked about the electronic prescribing service and Gillian explained how this works from the practices side and the patients

GE will invite the Practice pharmacist to the next meeting and also Health Watch to a future meeting at CB suggestion.

**Network Meetings**

From the network meetings PG updated the group and explained the Individual Funding Request process (IFR) BD explained what is involved in referring a patient to the IFR panel. Notes attached.

PG shared a form sent from the Network regarding Self Help Activities organised by the practice. The group will look at future activities once they have the health promotion information from CC.

PG said he is happy to continue attending on behalf of the Ling House PPG. Next PPG network meeting is the AGM on the 9th July 2015. Agenda attached.

**CCG Update**

MY shared with the group an update from the last CCG meeting. Notes are attached. The next CCG meeting is the AGM on the 17th September 2015 at Ilkley Rugby Club, time to be confirmed.

**Next meeting planned for Tuesday 8th September 2015 at 5.45pm**

Meeting closed at 7.00p.m.