* **Minutes of Patient Participation Group Meeting**

**2nd December 2019**

**Present;**

Bridges Staff; Lennie Edwards and Katharine Hammond

CCG Representative; Jim Gammans

PPG members;

SB, SI, AH, AR, PH, GeC, TRBU

**Apologies;**

GP and MCa

**Approval of Agenda**

No change to Agenda order so copies handed out to members, with copies of The Bridges Medical Practice patient newsletter, ‘Community Angels’ leaflet and agenda from the Summer Chairs meeting.

**Business from previous meeting**

* Leg Club are looking for volunteers to help make tea/coffee. People only need to give an hour.
* AH said how much he appreciates the Leg club. An organisation he belongs to gave them $1000.
* The Patient newsletter is such a large document it cannot be put on the website or emailed. SB wrote an article to try and raise awareness of the PPG. She will do a regular article but would welcome contributions from other members.
* JG showed other members of the CCG who were very impressed and said it was easy to read and they liked the magazine format. PPG members suggested that there should perhaps be more mention of Littlemoor Surgery in the newsletter and change “Published by The Bridges” to include the Littlemoor Surgery.

Members asked for thanks to be fed back to Danni for all her work on the newsletter. She will do another one in December.

* SB said thanks for all the support from PPG members and Bridges staff at the MacMillan coffee morning which raised $100.
* AH noticed that GP photoboards are still awaiting updating as mentioned at previous meeting.

**1.Surgery Update**

* Lennie gave an update on changes to the Practice;
* Dr Suzi Caesar will be leaving at the end of January and the Practice is currently trying to recruit another GP but will backfill with locums until then.
* There are various students currently receiving training at The Practice including a Registrar who will leave us in February, a Foundation Doctor, Physicians Associate, and our first Student Nurse.
* Reception are currently trying new software called GP Empower which runs alongside the clinical system. It is the reason receptionists are asking patients what the problem is when they ring to enable reception to direct the patient to the right clinician.
* AH asked if it is possible to buy a new examination table for a GP room at Littlemoor surgery as it is at a fixed height. LE Confirmed that 3 rooms at Littlemoor have an electric examination table and that when they need replacing all tables are replaced with electric ones but the cost is too high to replace them all at once.
* TB asked if missed appointments is still a problem within the Practice. LE confirmed it is and explained that the figures are discussed at the quarterly Practice meeting and explained the system for the Practice sending letters to patients who do not turn up to booked appointments on a regular basis. SB said she will discuss the issue at the next PPG Chairs meeting to see if any other Practices have any solutions. She also asked if the question at to “why “patients don’t attend appointments can be added to the Friends and family questionnaire? LE confirmed it could be. SI said her Surgery used to advertise how many hours had been missed.
* LE said the CQC are phoning in a couple of weeks to check on how the Surgery is progressing. She thanked the PPG for their feedback which has been great.
* The BP machine is up and running in reception at Littlemoor Surgery.
* The Practice has slightly extended its phone access by half an hour at lunchtime until 1pm and half an hour in the evening until 6pm.

**2. Feedback from W&P Chairs meeting**

* The Primary Care Network (PCN) are planning a free health promotion event to be held in the Spring. It will be held on a week day and is to encourage people to self-manage their health and to take more responsibility for it. There will be key note speakers as well as representatives from the voluntary sector who will be providing information and advice. Any ideas from PPG members please feedback to JG or SB.

**3. PPG projects/Events**

* Patient vegetable garden is waiting for the gardener to clear the area and LE has spoken to him about it.
* KVK mentioned the Digital Champions at the last PPG meeting and SB gave an update; Royal Crescent Surgery have a digital champion every week but have not had a huge uptake so we will share their digital champion and have one on alternate Thursdays. They offer a 30 minute one-to-one appointment to enable people to have IT access and is open for all. It is to encourage people to use the Practice online service and give confidence to use E-Consult. There is a digital champion already at Littlemoor Library so Littlemoor Surgery does not need one too.
* SB talked about the Pre-Diabetes Coffee morning that was discussed at the previous meeting. JG said that there is a Diabetic Dietician who has agreed to work with the Practice and some of their 500 Pre-Diabetic patients by offering an 8 week course of hourly sessions. The aim is to help educate and improve the lifestyle of this group of patients and will be on Monday evenings at The Bridges and Wednesday evenings at Littlemoor Surgery as they are open late already. SB said the PPG will support these evenings by greeting people and by making tea/coffee so any volunteers please let SB know.
* SB asked if PPG members happy for these evenings to go ahead and all in agreement.
* SB asked if the PPG would like to help with the food bank. DW one of the Practice Secretaries has started already with a box for staff to donate items which she takes to The Lantern. SB asked if it could be opened up for patients to donate with a box in reception. LE to research.
* SB asked if any members wanted to help some of our isolated patients and mentioned a scheme run by Preston Church called ‘Community Angels’. The Vicar will go out and assess individuals and if agreed teams of 3 or 4 ‘Angels’ go and visit a group of neighbours. All the Community Angels have DBS clearance, first aid training and insurance but PPG members could work with them to expand into our area. Please let SB know if any members are interested.

**4. AOB and date of next meeting**

* The next meeting will include discussing PPG recruitment. JG will talk to staff about how important the PPG is and to co-ordinate clinical and admin staff on ways to encourage new PPG members.
* Other PPGs have sub groups who take the lead for certain projects and then feed back at meetings to the rest of the group.
* AH said at the end of another year can the PPG thank all staff for their hard work over the year. SB will word an email and LE will distribute to staff.

Meeting closed.

Date set for next meeting on

Monday 9th March at 6pm. Arrive 5.45 for tea/coffee.