

## **Minutes of Patient Participation Group Meeting**

**28<sup>th</sup> of November 2018**

1. DG opened the meeting but was then needed for clinical duties. He advised that he remained on site if his input was needed for any agenda items.
2. The minutes of 26/09/18 were agreed.
3. SA said meeting reminders had been sent and she had received some apologies. It was regretted that there was a low attendance today. It was agreed that CC will email PPG members seeking input on how we can boost attendance and the preferred timing of future meetings.
4. SA gave a practice update, the practice survey has gained over 300 responses and the results will be available at the next PPG meeting as well as being updated on the practice website. The newsletter has had its quarterly update and is on the website now. The practice now has a pharmacist attending every Thursday addressing benzodiazepine education, checking dosages, conducting reviews and monitoring the prescribing of benzodiazepines and antibiotics. This is following reports from coroners of deaths of young people attributed to certain medications recently.
5. SA reported that there is a very low uptake of age 18 - 24 chlamydia screening. CC suggested that there may be cultural / religious concerns affecting the uptake and suggested that when this age group attend the GP or nurse, they could be invited to take this simple urine test in a confidential atmosphere. At least if they are offered and refuse, it can then be coded so that NHS England has the proof that the practice is compliant with offering the service. SA will speak to DG about this.
6. SA advised that we have had an offer from N to present mental health awareness sessions for PPG and practice staff. CC felt this was a very good initiative and SA will contact N to make arrangements.
7. S continues to hold Living Well surgeries every 2 weeks to help with stress, chronic illness, benefits, money advice etc. She is due to address the next staff (LTI) meeting and it was agreed to also invite S to speak at a future PPG meeting about the services of Living Well.
8. Staffing- In the office, RA has moved to another practice. UQ has decided to progress his career in a hospital role. We thank them both for their time in our practice and we wish them both well in their future careers.

9. Practice Nurse - AM is now in post and since UQ's departure she is assisting with flu jabs, as well as the doctors. We have UU in training and she will then join the practice as our phlebotomist.

10. Doctors- we continue to benefit from our team of regular locum doctors, offering both male and female doctors supporting DG.

11. GDPR - Saba updated the meeting that a previous request to view data was not pursued by the applicant.

12. Date of next meeting - It was agreed that today has provided a useful catch up for the practice manager and the PPG Lead, however it is essential that we resume the previous very productive larger meetings in 2019. The next meeting will be scheduled when the PPG members' views have been received and given due consideration regarding the best time / day for maximum attendance.