**MINUTES**

**Title: PPG MEETING**

**Date: 15.03.17**

**Time: 5pm**

**Venue: CATSHILL VILLAGE SURGERY – MEETING ROOM**

**Chairman: Dr Barrett**

**Attendees: 2 x Surgery representatives**

**6 x PPG Members**

**Apologies: 6 x PPG Members**

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| **Item** | **MINUTES** | **ACTION**  |
| **Introduction** | **Dr Edward Barrett welcomed members old and new and explained the contractual requirements for practices to have a PPG.** |  |
| **Practice information / changes** | **Dr Kimberley – retired****Dr Hall - left****GP recruitment is an issue everywhere however we have 2 new associates – Dr Michael Bloxham and Dr Edward Goodfellow – two young and enthusiastic GPs who will provide stability to the practice.** |  |
| **Disseminating information** | **Dr Barrett continued to explain the problems for small practices such as Catshill and how it is important to the practice to survive and protect it’s identity as a small village practice.** **Our link with Churchfields Surgery in Bromsgrove and “cross site” working for GPs and staff. We also share a Pharmacist, however Catshill Village Surgery is very community aware and will always aim to be.****There are 7 practices who have formed the Bromsgrove Primary Care Network who pool their resources and use them for the best of the community.****Dr Ford has now resurrected the practice newsletter and we aim to have a section dedicated to the PPG and welcome input/a spokesperson to submit items for Dr Ford to put in on your behalf. The newsletters will be seasonal. \*See attached** | **PPG****Spokesperson required** |
| **On-line access and EPS** | **On-line access and electronic prescribing were discussed, there were arguments for and against , main points were:*** **Prescription Ordering – can be very confusing and appears different each time a user logs in. It was established that in fact ordering through the practice website and logging into on-line access are two different processes, hence appear to change.**
* **Patient Access (medical system) – lots of plus points to this system, prescriptions, booking appointments, accessing parts of your medical records which can aid completion of forms etc, updating personal details. The only problem for the practice is that we have issued 1400 on-line access PINs but only 251 patients have actually activated their account.**
* **EPS – signing up to a pharmacy so that your medication can be electronically sent to the pharmacy for you to collect.**

**How do we promote this service? Suggestions were made –**1. **Include the paperwork in the New Patient Registration Packs and possibly help patients to set up their account**

**\*This has now started**1. **Twitter and Face Book accounts however a volunteer would be needed to do this on behalf of the practice who would liaise closely with us to promote services, health promotion etc.**

**The information screen in the waiting room was also discussed and it was agreed this could be used better.** | **\*See Updates****PPG volunteer required****KS to look into the contract**  |
| **Partnership working** | **There are over 500 organisations/charitable clubs etc offering support in Worcestershire for example Age Concern.****The group were informed that Altered Images Health Club in Bromsgrove offer bursary memberships for people with certain medical conditions and that the local Methodist Church held Carers meetings on the last Tuesday of the month, Toddler clubs and Luncheon clubs (Lunch provided for a fee).** **Message in a Bottle system explained to members and samples handed out.** **\* Following the meeting we have had a member step forward to promote the Message in a Bottle system, there will be an update at the next meeting.****How do we advertise this to those who need it most? The practice would be happy to provide a section of one of the notice boards in the waiting room for PPG use.** | **\*****PPG volunteer required** |
| **General Discussion** | **A general discussion followed regarding health promotion*** **Dr Barrett explained that we had recently purchased a further 10 BP Machines for patients to borrow after a stock check revealed that a number of the original machines had not been returned even though we had a loan system in place. Notices have been posted in the surgery and patients called however we could not retrieve the borrowed equipment. We discussed new systems and explained that we had a more robust system in place for loaned equipment. We are not able to ask patients for a refundable deposit.**

**Ideas from the group – is there a code that could be added to a patient’s records that could be searched against?*****\*KS has found 2 codes –*** ***9R4 Equipment Loaned to Patient******9R45 Loan Equipment Returned******the type of equipment would need to be free-texted by the staff member.*** ***This will be discussed at the next Practice Meeting.*****Check equipment to ensure they are adequately named with ownership details ie Property of Catshill Village Surgery****\*Yes, both the equipment and the cover are named.** | **KS to check both****\*** |

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| **What is the focus of the group?** | **To discuss what Catshill Village Surgery can do/offer it’s community with the help of the PPG.** **To discuss and act upon, if appropriate, recommendations from the PPG.** |  |
| **General points** | **The following were discussed:****PPG Members confidentiality – the members who attended commented that the invitation to the meeting had not been sent as “BCC” and everyone had seen all member’s email addresses. KS responded that as the group had now been re-established and it was not a virtual group ie there would be face to face meetings, she had not thought that this would be the case as everyone would be meeting and hopefully communicating with each other however Dr Barrett suggested we produce a disclaimer for all members to sign about the use of contact details and communication. \*To be discussed at the next meeting****Format of minutes – it was requested that the minutes be bullet point style in the body of an email as opposed to an attachment. As this was the first meeting in a while unfortunately that is not possible for this meeting however as the meetings become more focussed this should not be an issue.** **Who should take the minutes?** | **Disclaimer to be circulated by KS****\*****For discussion at the next meeting** |