**PEEL PARK SURGERY**

**PATIENT GROUP MEETING MINUTES**

**DATE: Wednesday 29/01/2020**

**Time: 1.00 – 2.00**

**Attendees:** Dr P Jha GP Principal, Sophia Rehman practice manager

**Members of PPG group present:**

Mrs Clark, Mr Yaqoob,

**Apologies**: Mr Khan, Mrs Davies, Mr Hasan, Mrs Alom,. Mrs Rowell, Mrs Cuff, Mr Wallis, Mrs Crowther, Mrs F Akhtar, Mrs Forber,

Welcome and introduction to all members. Most of the members are unable to attend due to personal commitments.

**Agenda:**

1. **Patient champion, activities.**
2. **Xmas Fayre held in Dec**
3. **Primary Care Networks**
4. **GP national survey uptake**

**Mr Yaqoob started the meeting by stating that he was extremely happy and satisfied by the services provided by Peel park surgery and he has never been dissatisfied.**

1. We have appointed a patient champion for the practice who is currently under training, we would like to gather ideas from our PPG members on how to utilise the champion to improve patient services.
2. Mr Yaqoob gave suggestion to do Patient’s blood pressures, BMI and ask other health questions such as smoking, non- smoking status for patients.
3. Another suggestion is to do the Friends and Family test which is usually carried out by receptionists and as a busy practice it will better performed by a dedicated staff such as patient champion. Friends and Family test is good way to collect patient feedback.
4. Another suggestion by Mr Yaqoob is to do the patient finger prick test as monitoring sugar levels so that patients can have an idea in regards to their sugar intake in their diet.
5. Ann suggested as we are still running Knit and natter classes and Yoga classes which are jointly with our neighbouring practice There have been less attendees and volunteers due to cold weather and at times we have had post pone the classes due to less volunteers /patients and then the patients that really want to attend tend to miss out which is a shame .
6. These classes are usually run between 4:30- 5:30 on a Tuesday pm and a contribution of £10.00 a month or a one off payment of £3.50 is set. The patients who would like to come regularly can have an option of £10.00 a month.
7. Our usually run Pilates classes and English Classes stopped due to less number of patients interested in them and when the patient numbers have dropped.
8. Ann suggested can we look in to running a group for patients with chronic illnesses to share their ideas on how to manage their conditions.
9. For our next coffee morning we can organise a chronic disease drop in session such as Diabetes drop in talk group, and helps raising awareness.
10. We also have two social prescribers and one of them comes in once a week and sees patients as face to face and also does home visits for patients we refer in. She does weight management but patients don’t tend to engage as such.
11. We raised £60.00 for the xmas fayre we held in December with the help of our PPG members. The money raised will be donated to the charities of the member’s choice.
12. Mr Yaqoob and Ann suggested that it should be donated to a Diabetes charity and Age UK.
13. Dr Jha informed the PPG members regarding the PCN network and how it would work to shape the future of general practice. This would provide a structure and funding for services to be developed locally in response to the needs of the patients they serve. This has bene designed to improve the patient outcomes, reduce the pressures faced by GP practices and improve the environment for primary care teams.
14. The practice manager informed the members in regards to the GP national survey, we have all been actively promoting the uptake by sending the sms messages, displaying posters doing coffee mornings, offering patients to help fill in their forms, displaying on prescription counterfoils and by word of mouth by practice staff. We managed to improve our uptake by 20% last year and hopefully we can still improve it further this year.

**AOB**

**Meeting concluded 2:00pm**

Dr Jha and practice manager thanked the PPG members for their attendance.

Next meeting 11th March

Date to be announced