

# DUKINFIELD MEDICAL CENTRE

## PPG MINUTES –

### MEETING INFORMATION

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**Objective:** *PPG Meeting*  
**Date:** *6<sup>th</sup> March 2018* **Location:** *St John's Conference Centre*  
**Time:** *1.30pm-3.30pm*  
**Chair:** *Julie Pregnall*  
**Note Taker:** *Julie Pregnall*

### MINUTES

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Matters arising from previous meeting and items on agenda

1. Minutes from the previous meeting on the 16<sup>th</sup> January 2018 were agreed.
2. It was agreed the PPG priorities for 2018 are:

#### **Health Promotion**

Minimum of 1 health promotional event per year  
Stalls from all community providers in Tameside  
Pharmacist to talk about prescriptions and contraindications, including over the counter supplements  
Promotion of online access  
Education on the hospital and integrated systems

#### **Patient Education**

Improve communication to patients with regards to services available in Tameside and Glossop  
7 day access  
Minor Ailments  
Minor Eye Clinics (MEC)  
Community Group  
NHS structure and what's available from the NHS  
Self-Care/management

We discussed the practice implementing care navigation when booking the morning open surgery appointments. The practice reception team have undergone training and in Nov 2017 started asking patients who contacted the surgery by phone to arrange an appointment, the reason for the appointment. The training gave the reception team the skills to be able to care navigate patient to the most appropriate clinician at the practice and also to community services within Dukinfield and Tameside. As a PPG we agreed that there was a need to ensure the doctor's appointment are used appropriately. Suggestion to trial over a couple of days a week and feedback at the next meeting.

#### **Practice Website**

Geoff (PPG member) has been working with the practice to update and improve the practice website. At present the website is used mainly to find out the opening times and contact details. The practice is committed to developing the website and sign posting patients to the self-care pages and local community group's page.

Keith (PPG member) suggested reaching out to other local groups in Dukinfield to share the minutes from our meeting and work together with regards to health promotions and self-care. Keith has agreed to contact the local groups to see if this would be something of interest.

## **ACTIONS**

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1. Care Navigation- The practice will trial care navigation during the morning surgery and feedback to the PPG at the next meeting- Julie
2. Local community groups- working together to promote self-care- Keith

## **NEXT MEETING**

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Date: 01/05/2018

Time: 1.30pm

Venue: St John's Church Conference Centre- Vicarage Drive, Dukinfield Sk16 5HZ