

DUKINFIELD MEDICAL CENTRE

PPG MINUTES –

MEETING INFORMATION

Objective: *PPG Meeting*
Date: *1st May 2018* **Location:** *St John's Conference Centre*
Time: *1.30pm-3.30pm*
Chair: *Julie Pregnall*
Note Taker: *Julie Pregnall*

MINUTES

Matters arising from previous meeting and items on agenda

Minutes from the previous meeting on the 6th March 2018 were agreed.

Care Navigation Feedback

Julie provided the group with feedback regarding the trial of care navigation during morning surgery.

The trial took place between 9th April 2018 and 20th April 2018. Patients were informed during morning surgery of the trial and no objections were received. We have a sign in the waiting room asking patient to wait here, allowing some privacy for the patient at the reception desk. The receptionist is enquiring as to the reason for the appointment to sign post patients to alternative service if appropriate. The receptionist can also offers appointment with Bromley Parsons the Advanced Nurse Practitioner and on some occasion inform the patient that there is no need for an appointment as the receptionist can help.

Appointments are not always needed if you require:

- Follow on sick notes
- Repeat prescription
- Prescriptions for a possible urine infection
- Requests for forms to be complete or a letter from the doctor

Due to the success of the trial the practice has decided to continue to care navigate during morning surgery. The practice will continue to collect feedback and monitor patient satisfaction.

The hope with care navigation is to educate patients with regards to what's available within the local community, self-care and different clinical staff within the practice. Protecting doctors time so they can do what only a doctor can do.

Local Community Groups

One of the actions from our last PPG meeting was to reach out to local community groups to share our PPG minutes and have a spot on their agendas.

Keith is currently looking to identify all local Home Watch group as a starting point. He will report back at the next meeting

Amrit attends the Indian Community Centre in Ashton. Amrit will see if we can have a small standing item on their meeting agenda to share our minutes.

Sheila shared Ambition for Aging's recent newsletter. The newsletter details local community projects including; Dementia Friends Sessions, Tai Chee Classes, Walk and Talk groups.

This highlights that so much is going on in our community, if we as a PPG are not aware how would any other patients be.

PPG Priorities for 2018

Practice Website

Geoff (PPG member) has been working with the practice to update and improve the practice website. The PPG recognised the hard work and effort Geoff had invested in the practice website and thanked him for this.

Geoff has developed two new pages on the website for the practice.

1. Self Help
2. Local Support Groups

We would like more patients to use the website before contacting the practice. The self-care page has useful information on what's available in the community:

- Minor Ailments scheme
- Minor Eye Clinics
- Self-referrals for physio and podiatry
- Common ailments that can be self-managed

We are continuing to develop this page and hope to add information regarding others reasons why you may not need to see a doctor.

The local support page has details of local activities in Dukinfield and Tameside. Again we will continue to develop this page so we can have a directory of all groups available in Tameside.

An idea to promote the practice website was to order business cards with the website details. These could be handed out to patients when they attend the surgery. It was also suggested to use the practice newsletter and the right hand side of prescriptions to promote the website.

The practice website address is www.dukinfieldmedicalpractice.co.uk

Health Promotion Event

Julie asked for volunteers for a working group to start planning a health event. Sheila, Diane and Lesley are happy to support.

Joanne Clere (Practice Manager) is looking to plan this year's Flu clinics. She sent an email out last month to ask for patient support. Please respond to her email if you would like to be involved.

One ask is that we discuss our learns from last year. The working group is not an opportunity to complain about last year.

Although last year's clinic did not run as smoothly as hoped for. Through having the mini MOTs we screened over 150 patients and picked up 5 people suffering with Atrial Fibrillation (AF) which if untreated would lead to a stroke.

PPG Chair and Secretary

Julie explained that due to unfortunate circumstances the current chair was unable to attend the meeting. The group was asked how they would like to proceed. It was agreed that Julie would continue to stand in until Bernard returned.

Julie explained that it was very hard for one person the chair and minute the meeting and asked for a member of the group to take over the responsibility of secretary, with support from Julie. No one felt they were able to take on this role at present.

ACTIONS

1. Local Community Group- Keith will continue to identify the local Home Watch Groups
2. Amrit to enquire at the Indian community Centre is we can share our meeting minutes at their meetings.
3. Promotion of the website- Julie to order business cards
4. Practice Newsletter- Practice to add website and patient education to next addition
5. Working group- Health event- Julie to arrange date and time
6. Flu Clinic Working Group- responses to Joanne

NEXT MEETING

Date: Tuesday 3rd July 2018

Time: 1.30pm-3.30pm

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

Please send any agenda items to Julie Pregnall.