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| **PPG Meeting** | | | |
| **Date:** | **Thursday 5th April 2018** | **Location:** | **Training Room** |
|  | Karen Andrew | | Operational Lead |
| Sarah Flynn | | Branch Manager |
| Lindsay McDonald | | Secretary |
| Timothy Mason | | Patient |
| Michael Dinsdale | | Patient |
| Joan Heslop | | Patient |
| Lynn Hardman | | Patient |
| Peter Hardman | | Patient |
| Dorothy Chapman | | Patient |
| Wendy Jeffery | | Patient |
| **Apologies:** | **Gloria Twidal** | | **Office Supervisor** |
| **Tabitha Koroma** | | **Patient** |

**Meeting Agenda:-**

1. Lisa Chaytor, our new Research Lead
2. Elaine Vine-Jenkins, Practice Nurse Innovator of the Year awards
3. Public Health Diabetes Preventions Week, 16th to 22nd April 2018
4. Alzheimer’s Cupcake Day, 14th June 2018
5. New Receptionist
6. Any other Business

All present welcome new members (DC, JH, MD & WJ) and introductions

Chairperson TK and GT absent for the meeting

SF introduces new admin CC to the group

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|  |  | **ACTION** |
| **1** | **Staff** |  |
|  | KA discusses our new Clinical Practitioners who have joined the practice over recent months and their background:-   * MI from a long-term conditions background * AR previously worked as a Community Nurse then Clinical Practitioner role * KB history as an urgent care/acute medicine practitioner * LC previously led Cardiology research department at Castle Hill   JF on short-term leave from practice as GP due to other work commitments but has indicated he wishes to return in the future once settled. Will still hopefully run steroid injection clinic for patients when required. |  |
| **2** | **Lisa Chaytor, our new Research Lead** |  |
|  | LC previously led Cardiology research department at Castle Hill – will hold split role in the practice of Clinical Practitioner and Research Lead. Since starting with the practice has helped with our current research studies and also obtaining interest in upcoming studies. |  |
| **3** | **Elaine Vine-Jenkins, Practice Nurse Innovator of the Year awards** |  |
|  | EVJ joined the practice in June 2017 as Service Development Nurse. She has helped greatly with cooperating with outside agencies in practice campaigns.  NHS Healthchecks – helped obtain testing machine which allows for instant results of Lipids and HbA1c.  Practice to have 2-week loan of BP machine for the waiting room allowing patients to use whilst waiting for appointments. |  |
| **4** | **Public Health Diabetes Preventions Week, 16th to 22nd April 2018** |  |
|  | Practice are inviting under 40s for HbA1c checks in order to determine those who may be at risk of or have underlying diabetes (40 to 74s already tested during NHS Healthchecks) |  |
| **5** | **Alzheimer’s Cupcake Day, 14th June 2018** |  |
|  | Thursday 14th June – bake sale will be held in the practice and patients are welcome to donate any cakes if they wish |  |
| **6** | **New Receptionist** |  |
|  | Jade due to start in part-time role (20 hours over Thurs & Fri) – awaiting final pre-employment checks to be done |  |
| **7** | **Any other Business** |  |
|  | Patient Partner phone system – ongoing comments from patients regarding the clarity of the message on booking appointments – to be reviewed by practice  TM mentions ongoing item of practice leaflet – awaiting confirmation from SR that it can be published though now would need amendment due to new staff members.  TM praised RC for his demeanour when dealing with elderly patients/patients with extra needs as he had noted this at reception on several occasions.  DC states previously mentioned by SR that appointments times would be longer? – appointments are offered as double (20 minutes) for those with patients with more than one query or those with longstanding/complicated conditions which may require more time than a standard appointment.  DC wanted the practice to be aware that she had been given advice by reception (but via Clinical Pharmacist) that she should take her used needles from her medication to the Needle Exchange at Lloyd’s Pharmacy – on attending the chemist was advised this service was for drug users. DC also had issues with obtaining the necessary equipment to administer her medication from Clinical Pharmacist – this was sorted by SF and now has the equipment she needed. KA will discuss with CT.  LH has noted on occasion the music in the waiting room is not always on or not loud enough to be heard by patients. KA advised that we have small radio at the front desk as original plan was to have streamed through the Jayex screens but software no longer available. Radio is often turned down if patients/staff are hard of hearing when at the front desk. Members of PPG discuss options of speakers in waiting room or soundbars to allow music across the area. Practice will discuss options.  KA – terms of reference for PPG group is due for review. All members of the group provided with copy to review and comment on any areas they feel need to be changed. To be discussed in next meeting. | **KA/SF**  **KA**  **KA** |

**Next meeting to be held** – Thursday 17th May 2018 at 10am