**Minutes of Portland PPG Meeting Wednesday 5th July 5.00 pm**

**Present**:

Sue Cousins, Jack Charlesworth, Hilary Mulholland, Dawn Smart, Frank Brookhouse, Symran Wedge, Jeanette Harvey

**Apologies for absence**:

Chris Blunt, Gail Jukes, Sita Rambatchan

1. The minutes of the last meeting were accepted as an accurate record.

2. **Feedback on Health Fair**: everyone agreed that there was a good range of ‘stall holders’ at the Health Fair on Saturday June 24th with useful information available for attendees. This was the first joint work with Northgate PPG.

Attendance was not as had been hoped although it was recognised that it can be difficult to attract people to such events. The CPR trainers were busy all day as were Mytime Active, who carried out mini health assessments throughout the day. Dr Ruffles and Dr Saeed attended from Portland Practice. Thanks were given to Sue Blunt from the Portland practice, who offered lots of support before and during the event.

Unfortunately there were some technical issues with the demonstration of online access to medical records but the group are keen to continue to increase awareness through waiting room demonstrations.

SC had been contacted two weeks before the event by Keith Wild from the local Rotary group who had also held a health day earlier in May, as they have been doing for several years. The attendance at this event was also disappointing and Keith suggested some discussion regarding any future events could be mutually beneficial.

3. **DNA rates and actions**: SC described her involvement in a working group with representatives from the CCG and two other PPGs. (This is a sub-group of the Patient Participation Local Group). In summary, the group are working on a GP Practice Toolkit following examination of local and national research into how DNAs can be reduced. This work is ongoing, with advice being taken around the functionality of existing electronic recording systems to be able to identify in more detail which patients are failing to attend, in order to more accurately target this group or make any necessary adjustments.

Unfortunately CB was unable to attend to provide information on current attendance rates; to be discussed at a future meeting.

4. **Topics for future meetings**: SC provided information from another PPG who had a presentation from Walsall Housing Group. Gulfam Wali, Walsall CCG Lay Member, Patient and Public Engagement is also willing to attend a meeting. A suggestion was made to invite the pharmacy technician to attend.

5. **Display board in waiting room**: it was agreed that the display should be changed more frequently, ideally every month. SC will seek information posters and leaflets from various sources and has asked Northgate PPG if they would like to share resources. Planning is needed to make displays coincide with national promotional days/weeks. JH and HM volunteered to put up displays.

The practice may have suggestions for display topics/materials.

During discussion it was felt that the display board is not well sited at the rear of the waiting room and the value of displaying information was questioned. This requires further discussion with the practice. Greater use of the tv screen would be helpful as this is directly in front of the seating. Information regarding training of GPs was suggested as a screen presentation – this has been present before. A board with photographs of doctors and nurses was suggested.

6. **Annual election of PPG officers**: SC advised the group that this is overdue and would be included on the agenda for the next meeting.

7. **Any other business**:

CB has been unable to attend two meetings due to a clash with a meeting with Walsall Healthcare NHS Trust. Members felt that having a representative from the practice is very important to maintain good communication and often immediate responses to issues raised. FB suggested discussing a change to the meeting time should be included on the agenda for the next meeting, if attendance by CB continues to be difficult.

There are currently no planned health promotion events. HM asked how patients find out about events – to date the practice has targeted appropriate patients using coding recorded onto the electronic records system. It was felt that there could be other patients interested in attending and also that there may be some topics which may not have any coding recorded, for example, mental health/well being, issues facing carers.

8. **Next meeting**: September 6th at 5.00 pm.