|  |  |
| --- | --- |
| **Portland Medical Practice** | **PATIENT PARTICIPATION GROUP (PPG) MEETING**  **Wednesday 26th July 2023 4.00 pm** |

|  |  |  |
| --- | --- | --- |
|  | Attended by: Sue Cousins (Chair), Surkita Chauhan (Practice Manager), Gail Jukes, Pat Morris, David Morgan, Antony Cashmore, John Hipkiss, Jean Halford, Bobbie-Jo Walsh, Practice Nurse  Apologies received from: Hilary Mulholland, Liz Smith, Melinda Green |  |
|  | Subject | Lead: |
| 1. | The minutes of the last meeting were agreed as an accurate record.  Update on recruitment flyers for pharmacies: SC has discussed with Northgate PPG and they felt the content was appropriate. Lazy Hill Pharmacy said that placing a flyer in each bag would be too much of a commitment as over 4,000 prescriptions are dispensed each week, but flyers could be made available on the counter. Other suggestions were for flyers to be displayed/available in other community locations. | SC |
| 2. | Role of the practice nursing team: we were pleased to have a member of the Nursing Team in attendance, Bobbie-Jo Walsh. Bobbie-Jo joined the practice in August 2022. She described the range of services provided by the nursing team of 4 nurses and 2 health care assistants; including wound care, management of long term conditions, cervical screening and health promotion, assistance with minor surgery and support for phlebotomy. 2 members of the team specialise in diabetes and 2 members specialise in respiratory conditions. Currently there is not a nurse prescriber.  AC asked about support for people experiencing mental health problems and was advised that there the Primary Care Network now employs a mental health practitioner across the 5 practices in the PCN. | SK + member of team |
| 3. | Practice website – 2 members had given feedback recently when asked and some changes had been made. The general feeling was it is easy to navigate. It was suggested that the information on appointments could be a little clearer, the focus is on how to cancel rather than how appointments can be booked.  JH gave positive feedback on use of the Patient Access app. | SK |
| 4. | Any other business:  JH enquired about access for patients with literacy difficulties/dyslexia – patients may not be able to read/respond to text messages. SK said that if the practice sends a message 3 times without receiving a response a follow up telephone call will be made. The practice can also act on information passed on by a carer.  What happens if cancellations are received? These will be used, even for urgent/same day appointments.  Positive comments were made about the reception staff team, particularly about improvements over the last 6 months. | All |