

**Patient Participation Group Meeting Minutes
24th January at 18.00**

Attendees: Dr Lindsey Dickinson – GP Partner at The Chorley Surgery **LD**
 Andrea Trafford – Business Manager at The Chorley Surgery
 Andy Yeomans – Chair **AY**
 Mary Hargreaves – Patient representative **MH**
 Tricia Bradley – Patient representative **TB**
 Maureen Clitheroe – Patient representative **MC**
 Elizabeth Underhill – Patient representative **EU**
 Norman Allen - Patient representative **NA**
 Rev Frank Williams - Patient representative **FW**
 Susan Brock - Patient representative **SB**
 Barry Burke - Patient representative **BB**
 Edward Brierley - Patient representative **EB**

Apologies: Faith Lees – Vice Chair
 Angela Austin – Patient representative
 Mr & Mrs Woolard – Patient representatives

AGENDA ITEM		ACTIONS
1.	Introductions – all members introduced themselves. There was excellent patient attendance and the following notes are a summarised view of discussions undertaken at the meeting.	
2.	Minutes from last meeting held on 21st October 2017 approved.	
3.	Declarations of interest – none declared	
4.	Actions from last meeting a) Patient Newsletters – PPG member to inform format/content – these have now been completed and will be changed on a quarterly basis b) Minor Ailment leaflets – LD to produce information leaflets – completed and agreed for this to be uploaded onto the website c) ‘voice’ call in for screen in waiting room for those that are visually impaired – voice call now activated d) Water cooler in waiting room – agreed to look at options and also whether we could have a water fountain installed in the corridor	

	<p>e) Air conditioning in waiting room – agreed for wall fans to be fitted in the waiting room</p> <p>f) Prescription queries – a query was raised regarding not knowing what is happening to their prescription once it has been submitted – LD to look on the clinical system (EMIS) and see if there is a function that allows the GP to send a message back to the patient</p>	
5.	<p>CQC visit feedback The Chorley Surgery were excited to get the feedback from our CQC to state that we had been awarded Outstanding. We are the only practices out of 65 across Chorley, South Ribble and Greater Preston to be awarded this status and one which we are very proud out. Dr Dickinson thanked that patient for their support and agreed that this would not have been possible without them and their input.</p> <p>The PPG members were unanimous in congratulating the surgery and also fed back that they find the reception team very helpful and accommodating and acknowledged how challenging their roles are at times.</p>	
6.	<p>Website This has now been updated and all agreed that it looked good.</p> <p>It was discussed about having a nursing led area around chronic disease management – agreed to speak with our practice nurse to see if this could be introduced.</p> <p>It was also noted that not all the policies were on the website and that it would be useful to have an easy read guide – PPG to advise what they would like.</p>	<p>AT to speak with Sarah Platt</p> <p>PPG</p>
8.	<p>Any Other Business</p> <ul style="list-style-type: none"> • Prescribing – Dr Dickinson advised that we now have a practice pharmacist that will be undertaking medication reviews and dealing with medication queries – her name is Naila Shaheen <ul style="list-style-type: none"> ○ MC asked whether prescriptions could be brought in-line to make it easier for ordering and also whether we could increase to 3/6 month prescription. LD advised that Naila is currently working to bring all medications in line and that repeat dispensing will be available in the near future ○ PPG thought it would be useful for a leaflet to be drafted describing the role pf the practice pharmacist 	<p>AT to email hospitals</p> <p>LD</p>

	<p>and other useful prescribing info for patients</p> <ul style="list-style-type: none"> Extended Access – EB stated that the practice should be commended for offering this service and wanted to thank the team. An incident of a patient being sick in the waiting room was discussed and it was agreed that we would display a poster stating ‘if you feel sick, please let a member of the team know and we will find you somewhere private to sit and wait for your appointment’. Prams – a discussion took place with regard to space in waiting room and that it isn’t always possible or comfortable for patients with prams to be able to wait in that room so a lot of the time they are waiting on the corridors – agreed to put a sign on the from waiting room door stating ‘Pram Park’ for patients to be able to park their prams in there when the room is not in use. 	<p>AT</p> <p>AT</p>
<p>9.</p>	<p>Dates of next meetings Agreed that these would still be held quarterly and that we would alternate between a Wednesday evening and Saturday morning, next meeting:</p> <ul style="list-style-type: none"> Saturday 20th October 10am 	

Venue: Meeting Room, The Chorley Surgery