



	<p>telephone slot isn't convenient. This will relieve some of the pressure on Reception, will save the patient a telephone call and will mean that the Dr they consult with will know their history.</p> <p>The PPG members asked that the letter/communication the patients receive with the appointment can make it clear that it is routine and nothing to worry about. Currently our communications are quite vague and this can cause alarm.</p> <p>For normal results the patients can check online or ring in if they desire. In the future patients will have access to their full notes online.</p> <p>MW – letter needs to be understandable by all patients and not full of medical jargon. More information needs to be available to patients about bloods and results - a communication policy for results. I.e. what patients should do when they have tests done, should they ring in for the results or if they don't hear expect the results are normal etc. This needs to be available on our website.</p> <p>Come up with wording for a letter and send round to all PPG members for their feedback.</p> <p>MW – works in communication in the Council and offered to help test our new website as it is being developed. Also offered to do some social media training with staff at BPC. SM said yes please to both.</p>	<p>HH</p> <p>MW/HH</p>
<p>4.</p>	<p><b>AOB</b></p> <p>DW asked why missing patient information from a blood sample managed to get out of the building and as far as the hospital before it was rejected. This was an error by a new member of staff which has been discussed internally.</p> <p>JW gave some feedback on his time in the waiting rooms talking to patients. A lot of the feedback was about prescriptions and patients ordering all the medications on repeat regardless of whether they needed them or not.</p> <p>Dr Flett suggested a regular drop in session for patients with medication queries. Also an education piece added to the next patient newsletter.</p> <p>DW asked why paper repeat prescription requests have to be physically sent from the chemists to the Practice when the other way round it is all done electronically. SM suggested he brings this up at the next CCG PPG meeting as it is beyond the Practices control.</p> <p>GW asked for the best way to let as many patients know about upcoming events (e.g. a drop in session). The number of mobile numbers on patient's records needs to be increased. MW said that newspapers and local radio are no longer an effective way of communicating with people and really it needs to be a mixture of text and online.</p> <p>MW is happy to come and show the Practice how to increase the number of people we reach via Facebook and will do some social media training.</p>	<p>DW</p> <p>MW/HH</p>

<p><b>6.</b></p>	<p><b>Meetings going forward</b></p> <p>A general consensus was taken and a Tuesday at 5pm is best for the majority of people. HH to send dates out for meetings for the rest of the year with the minutes from this meeting. If members are unable to attend please could they give feedback for agenda items to HH in advance of the meeting so that we have as much contribution as possible.</p> <p>HH to send round with the minutes details of the next CCG PPG meetings.</p>	<p>HH</p> <p>HH</p>
<p><b>7.</b></p>	<p><b>PPG Projects</b></p> <p>We discussed the need to increase the number of our patients who</p> <ul style="list-style-type: none"> <li>- are signed up to having online access (can make and cancel appointment, order medication and view parts of their medical records)</li> <li>- Have consented to their medical records being shared with other healthcare providers, e.g. GP+, the Hospital etc and also to adding additional information to their shared record.</li> </ul> <p>Some PPG members have spent time in the waiting rooms asking patients to sign up and giving them information.</p> <p>Suggestions – forms are taken on home visits by Paramedics and visiting Nurses to get patients who don't come into the surgery.</p> <p>Forms need to be downloadable on our website.</p> <p>PPG members were keen to start up drop in sessions to see what concerns or queries our patients have and then for any common themes some educational sessions can be set up.</p> <p>To start with the PPG can be a presence in the waiting room with a desk and can talk to patients. When they become established their drop in sessions can run in the Church Hall and patients will know where to find them. This will need to be advertised well. PPG can then give their feedback to HH and educational/drop in sessions with a clinician can be set up.</p> <p>This type of educational session can be what we use our PPG grant money for (needs to be spent by November 2019)</p> <p>HH to send some dates for a mtg with PPG members out with the minutes to get this off the ground.</p>	<p>HH</p> <p>HH</p> <p>HH</p>