**October PPG**

**Yearly Overview**

Date: 23/10/18

Attendees: Josh Alan (JA), Emma Tuton (EW), Dr Laura Balouch (LB), Andrea Hunt, Bruce Nicholson, Carol Moxon

Chair: Andrea Hunt Secretary: Emma Tuton

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| **Welcome to the Patient Participation Group (PPG)**Everyone introduced themselves to the GroupWelcomed our new member Carol. Carol explained that she had previously been a practice manager so wanted to be involved in some way again in this area. We all felt Carol would be an integral part of our PPG with her wealth of experience.  |
| **Review of Previous minutes** | Happy With previous minutes.We discussed previously mentioned interaction with PCSO’s and police and multi-agency meeting. Josh has already attended one and due to attend another with Emma in November. Limited success as outside of Kingswood Parks Primary school on a stall with the councillors. Parents didn’t have much time to stop and Talk to Josh, so limited success in recruiting new member.  |
| **Yearly update** | Josh explained that the purpose of this month’s meeting was to do a yearly overview. He explained that we wanted to show everyone in the group how far we had come. |
| **Recruitment** | As previously mention Josh explained that he had been to an event with Mark Bisbey our regular member and other councillors of Kingswood to attend a stall outside of Kingswood Parks Primary at leaving time. Josh felt that this wasn’t very successful as everyone was in a rush to get home.Andrea then went on to explain that earlier in the year, she and Josh led a recruitment drive in the Kingswood reception, attempting to speak to as many patients as possible and to spread the word. Again this was not hugely successful. Attention was given to gaining email addresses for a virtual PPG and very few email addresses were received.We discussed new ways to recruit email addresses, text campaign, leaflets on seats in reception- EW to organise.  |
| **Meeting the Clinical Team** | Josh explained how several members of clinical, pharmacy and training team have attended meetings in order to educate the group on their role within Haxby.Claire Taylor- PCPSarah Butler- Nurse ManagerLouise Cooke- Nurse ManagerDr L Balouch- PartnerDr C May- GPJosey Coaten- PCPFelicity TomlinsonLisa Billingham- Training ManagerAll have given their experience within Haxby and have explained how their role fits within the team. We all discussed the benefits they have brought to Haxby and how the service has improved.Then Group agreed that they have gained vast Knowledge from these talks and appreciated the time the clinicians had taken to deliver them. They agreed then enjoyed hearing about the training team and how we have developed our staff form the bottom to the top.  |
| **Patient Information Leaflet** | We all agreed that this has been one of the greatest successes of the PPG.Josh explained how the members had helped him develop the leaflet to explain our service to the patients at Reception. The leaflet is full of information regarding what our Clinicians are and what they can see, to the appointment system and how to use it.The group discussed how this would benefit the patients experience and were proud the help create it. |
| **Pharmacy Team** | Josh explained how the pharmacy team have regularly attended the PPG meetings and have used the PPG’s input to develop the way in which they apply their service and the way reception process prescriptions. The PPG group have directly affected the process they go through. The Same day folder has been introduced as a direct effect of the PPG. A Common complaint has been that prescriptions were taking longer than 48 hours, we then changed the system so that same day scripts can be signed within in a few hours rather than waiting until the next day.We agreed they have been very successful. |
| **Acute Team Changes** | We discussed how the Acute team has now changes so that we have an acute GP all day with a PCP and pharmacist running alongside them. We also discussed how we had now started to include a separate GP for our Burnbrae Surgery so that the APMS Acute GP could concentrate on our sites.Josh explained how the acute team had been developed form suggestions and queries form the PPG. Dr LB explained that this team is now vital to the running of Haxby and means that patients get the urgent same day care that they need. |
| **Healthwatch** **PPG Rules** | Emma explained that she had previously discussed her even with Healthwatch Hull and how they had first suggested the yearly overview to show the groups achievements and to also come up with a list of rules.Andrea was happy to come up with our list and we discussed as a group how these rules would be fantastic to give to new members when they join. |
| **Still to be completed** | Clinical tree (Kingswood TV)Josh explained that Grace from the training team was still working on this but would be discussed in further at the next meeting. EW to chase.PPG Board/Board outside- Currently working on a display for reception on one of the current boards- to discuss further at next meeting/ next group project |
| **What do you think?** | How to recruit more members-* Virtual PPG- create a leaflet explaining the PPG giving date for the next meeting and asking for consent to contact them via their email.
* To send reminder letter again. EW previously sent letters to all those who had shown interest.
* Reminder texts/text campaign.
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| **Next Meeting:** | 22/01/19– 17.30 at Orchard Park |