

# Patient Participation Group

## Minutes

Jan 10<sup>th</sup> 2018

11.30

12.00 start

Agnes Tye

Anne Osborn

Julie Watts

Stephanie Champion

### No Apologies

#### **1) Welcome & Introductions**

*JW explained that letters had gone out to all the noted members, flyers were in the Practice and notices were on the Notice Board. It was decided to try and campaign for new member in 2018*

#### **2) An introduction to the Care Navigator**

**And**

##### ***Understanding the Pic ROLE - Age UK***

*JW introduced SC the care navigator for the Practice*

*SC explained her role shared the procedures / patient letter explain the Dr Pathways for the non-clinical, social prescribing.*

*AS Thought it would be good for schools to be more aware of the Dr Access / A and E and Pathways for OOH care - she will investigate this Also it was noted a lack of Borough information for New services - HUBs JW explained the role of the Age UK Personal independent co coordinators, their role and criteria*

#### **3) What changes will take place in 2018?**

##### ***Timetable restructures***

*JW discussed the reviews of Patient access and Dr Timetables and session A pilot is being developed to attempt to stream line urgent access and on the day urgent requests, Dr Triage / assessment*

##### **Information Days - JW**

*The group discussed having monthly information days*

*To encourage use of community services and highlight the PPG Re: St C Death Matters day, will book another session for 7th March 2018 - JW to arrange*

**PPG Qtr. 1 2018 Meeting April 4<sup>th</sup> - VW Pharmacist TBC**

*April - look into hosting a Just Be day at the Practice*

*PPG group's holidays noted*

*May - Age UK, facilities and sessions - AT will look into this*

*June - Practice survey*

**PPQ Qtr. 2 July 10<sup>th</sup> 2018 Meeting**

**4) Way forward for the PPG - Monthly group Meeting?**

*TBC - Group members catch up*

*Quarterly Practice meeting and reviews Established dates*

**5) - Meet the staff - 2018 schedule**

*Stephanie - 10<sup>th</sup> Jan 2018*

*Vikki - April 4<sup>th</sup> 1pm - TBC*

*Dr Asharia / Rachel Burn Prescribing Nurse - July 10<sup>th</sup> TBC*

**1pm close**

*Open discussion / group independently?*