

<p><u>PATIENT PARTICIPATION GROUP Minutes</u></p> <p><u>Thursday, 23 November @ 11:00</u></p> <p><u>Venue: Orchard Street Health Centre</u></p>
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Attendees: Collette Fisher, Practice Manager
Plus 5 patient participation Group members

Apologies: One group member

No.	Item	Added by	Details	Action
1	Welcome			
2	Short presentation by Tabitha Griffin on Child Safeguarding		What is safeguarding? Why Safeguarding for Children is important.	Interactive session, beneficial to all. Mental capacity Act discussed too.
3	Matters Arising			Nil
4	Care Navigators		This relates to the training of receptionists to place the patients where they need to go. The receptionists would lightly triage the patients on the phone and if possible/necessary direct to pharmacy; self- referral to physio; A&E; Mariner House etc.	
5	Complaints		Four complaints anonymised and discussed	
6	CCG		Lots of ideas were being put forward by the clinical commissioning group to save money.	Working together on these issues. PPG member suggested a public awareness campaign in regard to waste as in previous years

			Your Data: everybody can still opt in or they can opt out but additional information is also helpful.	Group will encourage friends/relatives to look into this option
7	New telephone system		Orchard Street Medical Practice are changing the telephone system and we are no longer able to share so we are investigating a new system	We will update as we move forward
8	Practice Population		Continues to grow currently we are at 6,100	
9	Significant events		4 significant events anonymised and discussed	
10	CQC		One in 5 practices will receive a repeat visit at any time – we will still receive two-weeks' notice.	
11	Car Park		Barrier is being installed to prevent misuse of the car park. A sensor will allow entrance to the car park but patients will have to collect a token from reception to insert into the machine to raise the barrier in order leave	General consensus that this is a good idea
12	AOB Travel	PPG member	Has the instigation of a £10 refundable deposit for the 20-minute travel appointments proved successful?	CF-It has no fail to attends, deposits refunded or taken off any vaccinations not available on the NHS.

Next Meeting: Thursday, 10 May @ 11:00