



**Woodside Medical Practice
Patient Participation Group Meeting
Minutes - Date: 22/10/2015**

Present:

D C - Woodside Patients
K P – Woodside Patients
K L – Woodside Patients
Mark Boylan – Health Watch Telford Director
K AI – Practice Manager

Apologies:

| ITEM DISCUSSED | ACTION BY WHOM / WHEN | UPDATE |
|--|---|---|
| <p><u>Meeting Minutes</u> PPG needs minutes and action log for each meeting – to keep track of items discussed and agreed and any actions arising from this</p> | <p>KA – to record minutes for each meeting and issue accordingly</p> | <p>Minutes for 03/09/15 have been sent out</p> |
| <p><u>Group Membership</u></p> <ul style="list-style-type: none"> Need to think and work innovatively to increase membership and to ensure PPG is representative of patient cohort <p>Welcome to our two newest members Kate and Kingsley and thank you for your support</p> | <p>KA to work on pulling together a range of formats and style based on these ideas</p> | |
| <p><u>Community Links</u> JS asked KA whether she would be interested in becoming a Board Member for Park Lane Centre</p> <p>Group had general discussion about building community links between the practice, its patients and various interested / invested other parties</p> | <p>JS to speak with PLC Board at AGM 03/09/15 and feedback</p> <p>KA to speak with partners at WMP and feedback</p> | <p>03/09/2015 – Await feedback from JS</p> <p>22/10/2015 – KA board member at Park Lane now</p> |
| <p><u>Health Watch</u> Mark – Director for Mental Health and Volunteers at Health Watch Telford- came to the group to give an overview of HW work and to offer any support / help / guidance they can going forward</p> <p>HW recently undertook a pharmacy needs assessment in South Telford for Telford and Wrekin's CCG</p> <p>HW can do announced and unannounced visit to all health oriented organisations – and act as a 'consumer / public' champion and voice for service users – among a range of other services / provision</p> | | |
| <p><u>National Electronic Prescribing Scheme</u> Group discussion about the EPS and how this is progressing KA reported increased numbers of patients opting to nominate a chosen pharmacy</p> | <p>KA to find more ways to promote the EPS service and to encourage patients to subscribe</p> | |

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| <p><u>SMS</u> Group discussion about text reminders for appointments and results services</p> <p>Concerns were raised that this service was actually working erroneously and linking to the clinical system to book and / cancel appointments without human intervention</p> | <p>Update KA carried out extensive investigations and audits and trials of the service – while temporarily suspending the SMS system.</p> <p>Outcome is that it is not possible for the texting service to ‘drive’ the appointment service.</p> <p>Investigation showed a number of issues with booking appointments – which were actually rooted in human error.</p> <p>Another common issue reported by the service provider is where patients change their mobile number – and this can impact the SMS service also</p> | |
| <p><u>Ideas</u> KP suggested a kind of ‘Meet and Greet’ session where children (or others) could attend sessions to ‘learn more’ about general practice – along the lines of a practice open day – where we could work at breaking down barriers and improving understanding, reducing fear and generally building dialogues and good working relationships between the practice staff, the patients and the community.</p> | <p>Agree good idea – will certainly be something we can look into going forward (especially as our numbers grow and so too does the capacity for such projects)</p> | |
| <p>Many thanks to all those who attended or sent apologies for their continued support of the PPG, the Practice and our work together</p> | | |
| <p><u>Date of Next Meeting:</u></p> <p>Thursday 10th December 12.30 – 1.30 pm Woodside Medical Practice</p> | | |