BATH ROW MEDICAL PRACTICE

Patient Participation Group

**Minutes of the meeting on May 15th 2019**

Meeting started at 6.20pm

In the chair on this occasion was John Binns (JB)

**Present:-**  Lorraine Adcock(LA)John Binns(JB) Pat Meads(PM) Satya Devi(SD) Ros Jamieson(RJ)

**Minutes:-** Ros Jamieson (RJ)

 Action

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| **1** | **Apologies for Absence**Marie Sharpley |  |
| **2** |  **Minutes of the last meeting**Wording changed (LA) notedMinutes then agreed |  |
| **3** | **Matters Arising**Dealt with by amendments as above |  |
| **4** | **Update from the Practice** Members of staff attended the funeral of David Morgan which was a moving celebration of his life. There is a book of condolence in the waiting room and a collection can be contributed to in aid of The British Heart Foundation.There is to be a Memorial Service at the Cathedral on 6th July2019There will be a notice in the Birmingham Mail.Practice staffs hope to do an event with Dr Morgan’s wife thereafter. PPG members asked if they could be involvedNothing else to report |  |
| **5** | **CCG Update** LA reported that Marie Sharpley is to attend the next Forum on the 21st May 2019Topics:* Social prescribing
* Sharing PPG challenges and successes
 | MS |
| **6** | **Action Plan -2018-19****1. PPG Notice Board/Waiting Room Screens**SD commented that excellent attention has gone into the screens; however the notice board is out of date. **11. Newsletter.**Dr Iqbal has sanctioned PPG to order promotional material. LA reported she had a young man coming for work experience and she will order the material and supervise him in order to support SDSD now has awareness information to put in the newsletter monthly. MS has been providing her with articles and LA agreed to ask all members of staff to provide some articlesSD putting in times of clinics and In relation to this, SD queried role of Pharmacist and LA explained that there were several levels of training involved and the practice pharmacist was qualified to review and prescribe.  **111. NAPP item….**Following a short discussion, to be carried forward Confirmed Dr Iqbal had commented he had handed out one notice to a young patient and that not always the old who were involvedPM described a man who has a collection of people involved with him yet is lonely SD also knows this man and agreed with PM’S view **V1. Waiting Room Presence for Week beginning June 10th 2019.** JB commented on the limitations given the few members of the PPG Agreed:* Tues PM = SD and JB
* Wed AM = RJ
* Thurs AM = JB and PM

Steve Elliott to be asked to contact Cyril Cooper and Jan Foster to see if they would be willing to be involved. **V Review of Patient Letters.**Discussed that the PPG rules should also be reviewed, however, there may be issues in relation to altering them – to be discussed further.CC and JB continue to work on this patient letters LA commented on the concern of staff re the rating on NHS choices of complaints and compliments and wondered how this might be addressed. SD asked if the PPG could have copies of complaints and compliments. Can’t show examples for confidentiality but can have PPG review forms. | AllSE |
| **7**  | **Any Other Business**SD raised the possibility of joining with the PPGs in the Hub for an exchange of ideas which was felt by all to be a good idea. |  |
|  | The date of the next meeting will be on Wednesday 19th June 2019 |  |