

NOTES FROM PATIENT GROUP MEETING HELD ON 10th SEPTEMBER 2018

PRESENT

Ann Read - Chair

Gwen Wright	Dr du Preez
Roger Miles	Judith Lavender
Alan Licence	Christine Manning
Angela Jervis	Linda Clifton

1. APOLOGIES: Tracey Rowles, Ann Roughan, Jenny Rose, Carole Baldwin, Margaret Jones, Jennifer Levy-Halford. Apologies to everybody who attended and is not on the list. Unfortunately due to staff shortages no minute taker was available.

2. MINUTES AND MATTERS ARISING: None

3. SYSTEM REDESIGN: Dr du Preez gave an insight into the proposed reorganisation about to take place across the Creffield medical Group. Those present welcomed the changes and felt that they should address many of the problems currently being experienced. Details will be distributed to as many patients as possible. It was suggested that a questionnaire could be used to see what people's views are.

4. WEBINARS: GP online services webinars for Patient Participation Group members are available to PPG members to help them understand all about GP online services and how they can support their local GP practice to encourage more patients to register for the service. The webinars will last between 60-90 minutes and the dates are: Wed 24th October 10am to 11am. Monday 29th November 1pm to 2pm. Wednesday 19th December 10am to 11am. To sign up please go to <https://www.events.england.nhs.uk/gp-online-services-webinar-for-patient-participation-group-ppg-members>

5. DEMENTIA CAFES/COFFEE MORNINGS: Positive feedback on the Dementia café and patient outing – future dates noted by all. Coffee Mornings will be held on the last Thursday of the month. Dementia Cafes will be held on the last Friday of the month.

6. CHAIR FOR PPG: AL gave an idea of what had been done to welcome patients to CMC and the problems he had because of the drop in the level of service. He is willing to be more involved in raising patient awareness and gauging opinions. 2 volunteers to chair the meetings plus possibly AL who had to leave early. TR to organise them to meet so that they can discuss way forward.

7. FLU: Explanation of the problems with flu supply and hence restructuring of flu day. Volunteers including AJ as counter. TR to send dates to group.

8. ANY OTHER BUSINESS: The reminder emails come 48 hours before the appointment. This was felt to be too far in advance as people may forget again in this time. AR to investigate. Request for shingles vaccine for those who missed – AR to d/w

9. DATE OF NEXT MEETING: Monday 14th January 2019 at 2pm