**PATIENT PARTICIPATION GROUP**

**MEETING – TUESDAY 2ND APRIL 2019 @ 6.30PM**

# PRESENT

Dr. Jas Bhari (JB) – Partner

Mrs. Aija Selby (AS) – Practice Manager

Mrs. Linda Smith (LS) – Administrative Assistant

Eric Hitchcock (EH) - Chairman

Peter Curtis - (PC)

Anita Patchett - (AP)

Rob Kerr - (RK)

Nick Pineger - (NP)

Richard Galpin - (RG)

1. **Apologies for Absence** – Wendy Jackson
2. **Receive Minutes of Last Meeting on Tuesday 29th January 2019** – The minutes were agreed
3. **Matters arising from the minutes**

Discussion was held about the role and purpose of the PPG. AP commented that she feels we should be learning and helping with services that are going on in the surgery she went on to say that we have good Doctors here and we should support them in any way we can.

It was also noted that we need to try and engage with younger people.

RK asked if we need to have a PPG and AS explained that we do and that the Care Quality Commission (CQC) do seek patient views and engagement.

AS updated us regarding the LHY ETTP (Estates and Technology Transformation Fund) project, which, if approved, will provide additional consulting rooms. We are now in receipt of the plans and are in the process of setting up an afternoon where staff and patients can come along and look at the plans. Possible date is Wednesday 15th May in the afternoon, but this is yet to be confirmed.

1. **Chairman’s Report**

EH attended the GPPF (Greater Peterborough Patient Forum) on Tuesday 12th March 2019. This was attended Julie McNeill, from Healthwatch Peterborough who gave a presentation on how we can improve services in Peterborough and Cambridgeshire. EH went on to say that he would circulate the minutes from this meeting when he receives them.

1. **DoctorLink**

AS gave a brief overview of DoctorLink system which is a new online service where, after the patient registers, they can access advice 24/7.

* Improved patient access to medical advice 24/7
* Patient signposting to the most appropriate service
* Symptom information for clinician, prior to patient appointment
* Appointment booking for most appropriate clinician

An information leaflet regarding Doctor Link was handed out to all those present.

Concerns were raised that DoctorLink would replace SystmOnline, which is very popular. Both JB and AS confirmed that DoctorLink system is an additional complimentary service, offering our patients more choice, it is not a replacement for SystmOnline.

NP mentioned that many people do not have online access but was reassured that access by telephone will always be available.

1. **Post of Secretary**

EH asked all those present if anyone would be willing to take on the role of Secretary. AP said that she would be happy to do. It was agreed that she would start at the next meeting and then forward to LS who would print out ready for the following meeting.

1. **Any other business**

7.1 RK enquired if our website would share a link Lab Tests Online, JB noted that she would look into this and report back at the next meeting.

[www.labtestsonline.org.uk](http://www.labtestsonline.org.uk)

7.2 RG enquired about the parking outside the front of the practice and if it is still an issue. He had been talking to one of the local PCSO’s who had assured him they have been looking closely at this recently and it appears to have improved. Further discussion implied that there still seems to a problem, particularly when the school opens and closes.

**Date and Time of next meeting:**

Tuesday 4th June @ 6.30pm – Health Education Room, Lakeside Healthcare at Yaxley

**PATIENT PARTICIPATION GROUP**

**MEETING – TUESDAY 4TH JUNE 2019 @ 6.30PM**

**AGENDA**

1. **Presentation by Claire Hembrow**

**Community Engagement Co-ordinator from Everyone Health**

1. Questions relating to presentation
2. Apologies
3. Receive the minutes of 2nd April 2019
4. Any matters arising from the minutes.
5. Any other business.
6. Date and time of next meeting.