**Charles Road Surgery PPG Agenda 08.03.2018**

**Attendance**

Mr Aziz

Mr Deans

Mr Mirza

Mr Matharu (PPG Chairman)

Ms Pryce

Miss White

Mr Chaudhury

Mrs Bibi

Mrs Harhara

Mr Zaman

Mrs Kiani

Mr Maqsood

Mr Younas

Dr Katie

Dr Arif

Dr Amir

Noorin

**Apologies**

Mr Dad

Mr Raindi

Dr Verma

1. Introductions

Dr Amir welcomed everyone and went through housekeeping

1. Minutes from Previous Meeting

Previous meeting minutes were approved by the PPG and these will be downloaded on to the practice website.

1. Election of the PPG Chairman

Mr Dad has resigned from the position of the chairman. PPG decided to vote for chairman today. It was passed by a majority of PPG members and Mr Kehar Matharu got elected, seconded by Mr Shafique.

1. CCG Developments

Dr Amir explained about BSol CCG structures, and what this means for Service Users.

The patients were informed that the practice is part of My Health Care Federation which the GP’s have set up and 44-45 practices are part of this federation. Discussion took around how the practice and the federation are working together i.e. POD, Mobile App and the practice website.

1. Daniel & Chris Mobile App – My Health Care Federation

A presentation and demonstration by the My HealthCare Mobile App team was done. PPG was informed that all patients can register for the mobile app. The following are it’s functionalities:

* Two way messaging system
* Telephone consultations can be booked
* Pre-bookable appointments
* Face to Face appointments can be booked
* As well as booking an appointment at the Federation HUBs appointments can also be booked at Charles Road Surgery as well.
* Pharmacist appointments and consultations can be booked
* Developments are under way for the app to be in different languages
* User guides for the app are being developed by the Team

1. Patient Survey Actions – MORI NHS England Surgery
   1. Telephone Lines

Reds centric will deliver this – provider selected by CCG

* 1. APP is being developed by My Health Care Federation

This will free up lines

* 1. POD Pilot Services

This is in place for patient to order by ringing the HUB directly where the pharmacists will take the orders

1. My Healthcare Federation
   1. Benefits – Practice is able to provide more services to the patients
   2. Patient App – will allow the patients to book appointments from their mobile instead of ringing or coming in. This App will be in 28 different languages. The App was demonstrated to the PPG Group.
   3. Website – Patients will be able to order repeats, will give the latest updates
2. Practice Website

This is up and running, PPG requested to visit the website and give their feedback on this.

1. POD pilot Services

Natasha from the POD service informed PPG this has been running for a short while and there are only 10 practices within the CCG that are trailing this service out, GP’s still authorise prescription, Prescriptions still go through EPS, Prescriptions can be ordered through My Health Care Website. This service reduces pressure on GP practices. The call monitoring has showed that the POD services receive up to 1000 calls a day. PPG was also informed by Natasha that at first patients was nervous but now they are happy to talk to them and the service is delivered to the patients in the language that they require.

1. GDPR

The new Laws of Data Protection was explained to the PPG by Dr Amir who explained that more information will be given on released

1. AOB

Mr Chaudhary informed the cleaning needs to improve in the waiting area, behind radiators, nurse’s room, and is dusty with cobwebs.

The practice has contracted a cleaning company and will liaise for improvements

1. Next meeting Date