**Charles Road Surgery PPG Agenda 4.4.17**

**Attendance**

Mr Aziz

Mr Dean

Mr Mirza

Mr Matharu (PPG Chairman)

Mr Pryce

Miss White

Mr Chaudhury

Dr Katie

Dr Arif

Dr Amir

Noorin

**Apologies**

Mrs Bibi

Mr dad

Mrs Harhara

Mrs Hollier

Mr Raindi

Mr Zaman

Mr Maqsood

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

1. CCG Developments

Dr Amir explained about CCG structures, the changes to STP & TTP, savings the NHS has to make i.e. reducing A&E attendance, hospital admissions and prescribing.

Question from PPG: would patients have a say in a bigger group

Answer: Yes, it’s a bigger voice.

Walk-in centre is closing down in Spark Hill end of May 2017, they see about 20,000 to 25,000 patients.

1. USS Referrals Ending

This is so that this service is delivered in the community and its care closer to home and some point down the road may be disappearing

PPG Question: How will this information reach patients?

Answer: Through the voice for practice. Patient will make a clinical judgement, not via cost pathways change things will take longer.

1. GP Intelligence Report

CQC intelligence report has been published on the CQC website, practice performance is better, but below national average.

1. Patient Survey Actions
   1. Training of Staff

6.7.2017 MDU delivering customer care, chaperone and confidentiality

QUICK Start training provided through CCG to improve practice efficiencies

* 1. Extra Staff

One Health Care Practionioer, one part time nurse, one receptionist have been employed

* 1. My Healthcare

In progress is the new practice website and the GP APP. The federation staff were happy to meet up with PPG to demonstrate the GP APP.

1. New telephone System

The practice has signed up to a new telephone system and will also have wifi in the building. New telephone system and monitoring process of calls was explained

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.
   3. Website – Patients will be able to order repeats, will give the latest updates
2. Repeat Prescribing

Waste management part of the practices repeat prescription prescribing scheme will be coming in to effect soon. This means the pharmacies will be unable to order repeats for patients unless it’s for example is end of life care patient. By doing this practice will be able to see if patients are taking medication. It has been found of CCG is pharmacies order medication that patients do not require.

PPG members gave example where they had to bring the medication back to the practice which they didn’t need, hence they were directed back to the pharmacies.

Members keen to go ahead with this.

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