**Pinfold Medical Practice Patient Participation Group (PPG) meeting 29th January 2020**

Attendees: 12 Apologies: 1

**Recruitment / Services Update**

We are pleased to make the following announcements:

1. Dr O’Donoghue has joined the practice replacing Dr Scott clinics with additional two GP sessions per week.
2. Mr Ibrahim is the new practice Physician Associate. He sees patients with new (acute) and ongoing (chronic) symptoms and can review medications over the telephone the same as the GP.
3. Hayley Kirk joins our Health Care Assistant team to look after patients on warfarin. She is also skilled in dressings, phlebotomy & health checks.
4. Patricia Cartwright is our new Business/ Practice Manager responsible for practice management, income and future practice development.

**PPG and Practice Achievements 2019**

See Appendix A: You said / we did 2019

**Action Plan 2020**

The Patient group agreed to work together with the practice on the following actions:

1. Continue on from Dr Wong’s exercise & wellbeing workshop; invite leisure centre, Charnwood Council “Get Moving” etc.
2. Mental Health workshop; invite Let’s Talk Wellbeing / Mental Health Matters to speak to wider patient group .
3. Support Veteran; Dr Brockhurst to speak to Group at next meeting
4. Review the Practice/ PPG newsletter: 1,200 virtual member
5. Review Health Watch Report once available
6. PPG working group to make Practice information accessible: newsletter, TV, letters etc

**Accessible Information**

A new member joined the group to share their expertise in making information accessible to patients.

The group were shown examples of information taken from the practice TV which was not visually friendly, too long to read and overall was inconsistent with regards to the font & layout.

The group agreed an improved layout which should be engaging, eye-catching and present a simple format.

PPG volunteer will assist the practice starting with the PPG newsletter layout keeping in mind who we are writing for and what we want to achieve.

**Standing agenda items**

The practice gives an overview of any complaints received with the patient group who make comment on whether the complaint should have been upheld or not.

This meeting was a statistical summary of the number of compliments and complaints received during 2019.

* Compliments = 59
* Complaints = 22 of which 7 were upheld locally:

Prescribing x 1

Communication x 4

Repeat medication x1

Clinical x 1

Communication has been identified as a theme and a performance plan put in place for improvements.

**Annual appointment attendance figures 2019:**

In 2019 **48,403** Doctor and Advanced Nurse Practitioner appointments were available.

This is an average 931 per week; the national average is currently 839 (73 per 1000 patients); Pinfold Medical Practice currently has 11,500 registered patients.

3% Patients did not attend .

In addition **21,495** Nurse appointments were available for chronic disease care, dressings immunisations etc.

Non-attendance rates for child immunisations remains high during 2019 at an average 36% which the Practice continues to work on. The PPG volunteered to speak to parents regarding their own personal experience of childhood measles and the lifetime effects.

**Any other business**

* Hastings community fate is to be held in May – further information to come.
* Patient results can be obtained via a Detailed Patient Care Internet Access. For more detail see reception.
* Local social prescribing provides shared reading groups. See Loughborough library for more details

**Next Meeting**: Tuesday 10th March 2020

**7pm** – **8.15pm** (collect parking ticket on arrival)

Appendix A



**YOU SAID WE DID**

1. **Raise awareness of self-help groups**  In-house Mental Health Matters advisor

Self-help leaflet stand

Carer’s pack with local support group contacts

Self-help information on website Pinfoldmedicalpractice.co.uk

1. **Promote health information** Promoted the following public workshops:

Dementia / Alzheimer’s awareness

VISTA improving lives of people with sight- loss.

Exercise & Wellbeing workshop

People Zone sign-post help for mental health and addiction.

1. **Promote the work of the** Practice newsletter article about being a **Patient Participation Group** PPG member & achievements.

(PPG)

Advertised workshops on Facebook and website

1. **Support patients referred** Created a Two Week Wait information

**for suspected cancer** leaflet

1. **Inform patients about** Provided LPA information is

**Lasting Power of Attorney** available from the carers pack in reception