

Present: AD, PF, MM, EC, PC, DC

Apologies: AC

## AGENDA

### 1. Review of Last Meeting (17.02.15)

- The minutes of the last meeting were reviewed and agreed.
- The practice is engaging with Mitie with regards to signage.
- The Practice Manager is planning a relaunch of the PPG to include Heckmondwike Grammar School students and is awaiting feedback from the School.
- We would like to run a coffee morning at flu time again to promote the PPG as well as online services and the surgery POD.

### 2. End of Year PPG Report

The report was discussed and given to PC for review and signing. Members of the PPG have been asked to think of 3 objectives that the group would like to achieve in 2015-16, and bring ideas to the next meeting.

### 3. Patient Online Access

As discussed at the last meeting, online patient access must be activated by April 1<sup>st</sup>. There are a number of issues surrounding this at the moment, including parental access for children, which are being explored at a national level. The practice will offer access to summary care information (repeat prescriptions, sensitivities and allergies, and previous 3 months prescriptions) to adults over the age of 16. This must be requested separately from current access to online appointments and repeat prescriptions, and the practice is producing forms to reflect this. In the initial stages the practice will open up access to members of the PPG for them to view and comment on the system.

### 4. Surgery POD

The surgery POD is now installed and linked to the patient record system. It can be used for a number of health checks including blood pressure checks, pill checks, etc. The nursing staff will promote use of the POD for appropriate health checks once reception staff are trained how to use it to be able to help patients. It is expected that this will reduce the number of HCA and practice nurse appointments, leaving them available for other patients. It is also planned that this will be promoted at the flu coffee mornings once any teething problems have been resolved.

### 5. Any Other Business

Feedback from North Kirklees PPG:

- The PPG have requested more information regarding other PPGs nationally
- Suggested having virtual members that can email ideas and comments if unable to attend meetings

- Meetings held at different times of the day – some in the morning, some afternoon, some evening. Seems to be none more advantageous than the other, just have different groups attending
- Suggested advertising on local radio stations, perhaps with other Cleckheaton surgeries
- Suggestion to have guest speakers from external links that may be relevant to the PPG agenda/objectives

**Date of Next Meeting: Tuesday 19<sup>th</sup> May 2015, 6.00pm**