Patient Participation Group Meeting

Minutes of Meeting held on:

Friday 8th June 2018

Present: Sarah Armitage (SA) Practice Manager

 Joan Frost (JF) Patient Representative

 John Swift (JS) Patient Representative

 Dr E Duncan (ED) GP

David Aveling Patient Representative

Apologies: Nadine Morritt Patient Representative

Minutes

1. Previous Minutes agreed.
2. JF around a media campaign regarding high number of calls to emergency services are due to patients needing support at home or a chat. JF wondered if there was any support services which the practice could offer. ED explained long term conditions care plans and also over 75yr old care plans. The surgery actively invites patients who are at risk of admission, patient living with several long term conditions to have a review. As part of this review they can be referred to social prescribing (befriending services, support groups etc), social services for support. The patients are given a care plan to take home with them, this service is also offered to patient over 75yrs of age.
3. JF requested an update on skin lesions. SA explained we are looking at reducing the amount of posters in the waiting area and starting up a bi-monthly health campaign with the first campaign looking at skin lesions/conditions.
4. JF spoke about widening the PPG by using an alternative location ie community centre, and having speakers come. SA will look into this further and work with the PPG on this.

Next Meeting: TBC