**Minutes of PPG Meeting Held Thursday 15th April 2015**

PRESENT: JH – Practice Manager

NL – Vice Chair

BP – Patient

JP - Patient

SP – Patient

FM – Patient

JJ - Receptionist

**Matters Arising From Last Meeting**

None

**Minutes**

**Outreach Nurses** **–** JH explained about new service. Team of Nurses, who are employed by Green Dreams on behalf of the CCG and Burnley locality. LG is one of the over 75 nurses. Their role is to prevent unnecessary Hospital Admissions of the vulnerable patients such as those who reside in care and residential homes.

The team is not fully staffed at present. Positions have been offered, accepted then declined so they are working with limited staff and are currently recruiting.

Group asked if we could invite to attend a group meeting here. JH suggested as new maybe give them time to start service to enable to give more feedback.

**Burnley Participation Group Network** **–** Members who had previously advised were able to attend forthcoming meeting are now not able to. DF and JJ had previously said it was of little worth. JJ advised previous meeting turned out to be a Locality Meeting not BPGN meeting this one maybe more informative. DF advised she would go – JJ to contact and see if still available to do so and offer to attend instead/with her.

**Objectives for Coming Year –**

JH suggested we look at amount of telephone calls coming into Practice.

Pull together Information leaflet of all local services, could be incorporated into new patient information as well as on reception.

**Any Other Business**

Emis Access – could we email patients to advise patients of online service and/or message via prescription and on website.

Information put on website i.e. who to contact when Dr’s closed everyone in attendance other than JH and JJ unaware was 111. Maybe local support group information/links. Guidance re when and where to attend Dr, Pharamcist. UCC or A&E as a lot of info seems to be available via social websites. BP was voted as lead for obtaining info available and to see about setting up social media site to enhance patient education.

Privacy – BP overheard a lengthy telephone conversation whilst waiting for an appointment. Though heard one side of conversation he felt uncomfortable. JH will discuss with Partners and look for solution and monitor to see if screening required. JJ advised when we had previously applied for funding twice and it had been turned down as open reception to be more patients friendly.

Could we obtain A&E info statistic re appropriate/inappropriate attendance. JH will try and obtain information

Next Meeting Thursday 2nd July 2015 at 1pm.