**Minutes of Royton and Crompton Family Practice**

**PPG Meeting 6.00 p.m. Thursday September 14 2023**

|  |  |  |
| --- | --- | --- |
| **Agenda Item** |  | **Action** |
| **Present** | KF, LF, SF, BC, JS, CI |  |
| **Apologies** | AI, SG, SP, CS, AV, ZA, SM, KK, CC, DR, VM |  |
| **Approval of**  **minutes** | Approved |  |
| **Matters arising** | No contact has been made with BC about providing his  presentation on Mental Health to a wider audience.  A new date for the talk on Digital Solutions to the PPG needs to be arranged.  The way the practice advises patients on the accessing of blood test results still remains a concern to the PPG as the advice given is variable. | Practice  VM  VM |
| **Practice update** | Prior to the practice update a short report was given about the Police meeting 5th September to highlight the problems discussed and their possible impact on patients and hence the practice.  *Provided by email as no representative from the practice was available to attend the meetings.*  Patient access to records remains an ongoing issue due to patient safety concerns.  An audit of telephone and online access for patients via the website has shown the new system is welcomed by patients.  Joint appointments for flu and covid vaccination are being run out to make it easier for patients. It is hoped to have this completed before the end of October.  Government regulations do not allow patients with a  historic diagnosis of asthma to have a free flu  vaccine if they have not had any inhalers for 2-3 years. This information needs to be shared with affected  patients. | Practice |
| **PPG planning for 2024** | Following a request from the practice to aid in improving the website the following issues were recorded:-  Work on the website is required especially the version available on mobile phones.  It was felt by some the website was difficult to navigate and thus hard to use.  Instances of repetition were highlighted.  Information on the number of viewings of the website would be welcomed  It was agreed that meetings should be held 6 weekly.  Following an email communication from the practice the PPG requires clarification on whether the PPG can meet without practice representation as they were previously unaware of this restriction. | Practice  KF/LF |
| **AOB** | A text survey that was sent to some patients was a  concern to the PPG as the questions asked were vague and members felt it would be difficult to answer  accurately. The source of the questionnaire was unknown.  Several instances of very positive patient experiences were highlighted.  A concerning text around the effects on the environment of Asthma inhalers was discussed. |  |
| **Date and time of next meeting** | 6 pm on Wednesday 18th October 2023  Agenda items by Monday 9th October 2023  Future meetings  Thursday 30th November 2023 | PPG |