

**Birchwood Medical Practice
Patient Participation Group Meeting
Thursday, 21st February 2019 @ 17.30pm**

Attendees: (KA), (IS), (SH), (AG), (KH), (JF) (SB) Christine Thorpe (CT) -Practice Manager & Minute taker:

1 Welcome and Apologies

CB

2 Review of PPG minutes of 1st November 2019

All items were covered in the Agenda.

3 Matters arising not already on the Agenda

There were none.

4 National Association of Patient Participation (NAPP) Guideline

The latest NAPP newsletter was shared.

5 Patient Feedback

Patient post box checked.

Methods of feedback and reviews discussed

6 Ideas for Spring newsletter

Newsletter ideas requested from patient group. Perhaps ideas to encourage new members

7 Practice News

Appointments outside normal hours

How patients can book and hours offered shared. Explanation on the federation of medical practices and how the sharing of records are managed.

Carers Quality Award

The work towards obtaining the Carers Award shared. What has changed – new Carers Board, services available to Carers. Carers Drop-in Clinic.

On-Line Services

Discussed services available and how easy to book an appointment or arrange a prescription.

E-Consultations – will be piloting this service in a few months.

Reception staff are now trained to sign post patients to alternative services. A new website was discussed – Connecting to health Lincoln

Vacancy – receptionist part time.

Maintenance – broken toilet seat – damaged by being in two pieces and unreported.

Any other Business

9 Dates of next meeting

The next meeting will be Thursday, 16th May 2019 @ 17.30pm.