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| - | **PPG Meeting****Wednesday 24th October 2018****4.30pm****Minutes** |
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| Meeting called by: Practice Manager Ann-Marie Rose Attendee’sJohn SmithSarina AndersonPauline DooleyWendy Taylor - ApologiesKeith Hunter- Called in Monday and PM went through meeting with him |  |  |  |
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| **Patient Network Meeting**Mr John Smith Attended the patient network meeting on the practice behalf:Discussed**:****Evergreen App –** The Practice is working on patients signing up currently we have 31% of our patients signed up to online services these all need to be given a new password and then they can log on to the both online and the evergreen app.**Care Navigation –** PM went through presentation and how this will work for patients and the practice. Mr Smith attended patient network meeting and had presentation and some notes from this on care navigation which he shared with the group.**Sarina Anderson suggested that Pharmacies should be able to give prescriptions for certain things over the counter.****Orcha –** The Practice Manager is to gain more information about this and discuss at next meeting.**Extended Access**Practice manager explained extended access and the services now available to book. The Practice is finding this is helping with appointments on the day and pre bookable appointments especially for patients that work and want late/evening appointments. Some patients do not want to go anywhere else but some patients welcome the choice**.****CQC Inspection**Thank you to Sarina Anderson and Wendy Taylor who spoke to the CQC inspectors. All the names and contact numbers of the members were given to the inspectors so they could contact.The inspection went well and the practice is hoping for a good result.**PCH**The Practice is working collaboratively with other practices and are working on improvingChildren ServicesEnd of lifeA&E attendanceThe Practices, voluntary organisations and other services meet every two months to discuss development on these projects.Sarah Rhodes and Dr Javid are the leads for the groupThe next meeting is Wednesday 31st October 2018Flu – Vaccinations for Adults are now here for all ages and clinics are being run. **Computer and telephone problems**:Bradford have been experiencing system and telephone problems since 10.10.18. The main server in Bradford has broken down and has been transferred to Huddersfield. Systems are not running on a daily basis and is frustrating for all staff. A notice has been put on the website giving details and a mobile number to contact the surgery. CCG Bradford are ringing on a daily basis to get updates from each practice.No Referrals can be done – fast tracks can be faxed throughThe Practice is waiting updates on a daily basisNext Meeting:December/January – date to be arranged and details will be sent out |
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