

<h1>Meeting Minutes</h1> <h2>Patient Participation Group</h2>		
<u>Minutes taken by:</u> Hayley Casey		<u>Date of Meeting</u> 13.07.2017

<u>Participants:</u> Patient A Patient B Patient C Patient D Patient E Hayley Casey (HC) – Deputy Manager Julie Daw (JD) – Reception Manager Daniel Hammersley (DH) – Business Manager	<u>Distribution List:</u> All Members
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Nr	Updates	Follow -Up
1	<u>Introductions</u> HC asked the group to introduce themselves; this was Patient E's first meeting. Welcome to the new member. <u>Apologies</u> Patients F, G, H and I and the University of Nottingham's Equal Opportunities and Welfare Rep.	
2	<u>Review of Last Meeting's Minutes.</u> Nottingham City's Sustainability and Transformation Plan – the group found Dr Hugh Porter's presentation on the STP very informative. Practice Triage Appointment System – the phone message is generating quite a bit of feedback from patients. Some positive, as the message is now not so lengthy, however, it is very robotic and may still require a bit of work. The practice is looking at this. Patient Online Access Review – there has still not been much uptake with this at the practice.	
3	<u>Ask NHS App</u> A representative from Sensely came to talk to the group about the new app that Cripps Health Centre is piloting at the moment. Patients are able to use this app to access out of hour's services, talk through symptoms and access local NHS services. The practice has been promoting this app to a certain extent but at the minute, the app does not do as much as the practice online system, Patient Online, whereby our patients are able to book appointments, order repeat prescriptions and view a detailed view of their medical record. We are therefore making it clear that this app is being offered not as an alternative, but as an addition. The feedback we have received from patients is that they are unable to do certain things on the NHS app that they could do with Patient Online.	

4	<p><u>New Build – Progress Report</u></p> <p>DH gave an update on the new build. Building starts on the 1st August 2017. There have been a number of meetings where DH has been present to discuss the new build with the architects. The practice has sought comments from the patients for a number of months. Patient C is keen to ensure that the internal signage in the new build is easier to understand – it was confirmed that the architects were currently looking at this. The building will be much bigger, but better signposted throughout than it is in the current building.</p> <p>In addition, the practice will soon be undertaking Dementia Friendly training and part of this is about increasing awareness of how parking, signage, and the colour of the walls/floors for example can all impact the patient experience.</p> <p>Patient C is also keen to understand how the practice manages the expectations of our International Students who make up a large proportion of our patient list. The practice is a member of the Student Health Association and staff have attended training sessions and conferences where they are able to access workshops around this subject. It is an important part of our staff's development that they remain aware of and manage expectations as best they can and we try to ensure that they are continually supported and given training and guidance.</p>	
5	<p><u>What's New at the Practice</u></p> <p>The contract to run the University of Lincoln Health Service was awarded to the University of Nottingham Health Service back in October 2016. Progress is being made and currently the practice is trialing Skype consultations and online registrations. The Lincoln practice is a much smaller site compared to Nottingham which allows for innovative ideas to be tested before being brought across to the Nottingham if successful.</p>	
6	<p><u>Any Other Business</u></p> <p>Patient E discussed the STP and have the big focus is on people working in a joined-up way and therefore suggested that our practice join up with another practice PPG and meet perhaps once a year. All members appeared in agreement with this.</p> <p>Patient D is attending a public meeting tonight entitled 'What's the Plan for NHS Services?' and will share any interesting information with the rest of the group.</p>	
7	<p><u>Next Meeting</u></p> <p>February 2018</p>	