**GREENSIDE GROUP PRACTICE**

**MINUTES OF THE PATIENT PARTICIPATION GROUP MEETING**

**MONDAY 20th JANUARY 2020**

**Present :** Jane Passfield (Practice Manager), Paul Dancy (Chairman), Susan Horner, Sandra Bryant (Minute Taker)

**Apologies for Absence:** Apologies from Peter King and Alex Anthony

**Minutes of Last Meeting:** Approved

**Matters Arising:**

**CQC Inspection**

Results from the CQC Inspection stated that the practice required improvements:

1. Country Park was not up to date with NHS Property Services
2. Immunisation and Diabetics data was not up to standard
3. The sinks were not compliant

The results were disappointing..

**Practice News:**

**EMIS Update:**

EMIS has been up and running since June. There was a query concerning access to getting an appointment and repeat prescriptions. Jane was not aware of this and suggested phoning the practice to get assistance with setting up the services.

A new website is just being launched.

**Patient Survey 2020**

It was agreed by the PPG committee members to use the same survey questionnaire as last year in order for comparisons to be made. It was also agreed to add further questions concerning patient’s awareness of the HUB and Pharmacists services if appointments were not available.

It is hoped to have the 2020 survey out by mid February to March.

**Any Other Business :**

**Doctorlink**

The practice is starting to utilise Doctorlink which is a new online service and free app to help patients to check their symptoms and guide them towards the right care, whether it is booking an appointment with the NHS GP, or directing them to the nearest pharmacy, or advising on home care. Doctorlink is available 24/7 and patients will always stay registered with their own NHS GP.

**Primary Care Networks**

Greenside Practice is one of eleven practices working together as a network. They The PCG has recruited 2 Pharmacists, a Social Provider (who will help with f illing in forms, talking to people etc..

**Dates of next meetings for 2020**

 27th April

 20th July

 26th October

 7th December