**Royton and Crompton Family Practice - PPG**

**Minutes**

**1st February 2024 – 6.00pm**

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| **Agenda Item** |  | **Action** |
| **Present** | KF, LF (Chair), SF, BC, JS, SP, SG, VM, SR |  |
| **Apologies** | AI/CI & CC |  |
| **Approval of**  **minutes** | Approved |  |
| **Matters arising** | **Blood service**  The group discussed the possibility of a new localized blood service in Royton, however; the group  discussed that ICB were overspent and some pharmacies did not have the staff to accommodate a new service. The practice had already approached ICB, however; the PPG felt it would be beneficial to write also, VM agreed to  administrate the PPG’s letter to ICB.  **Complaints/Compliments**  The group were informed that complaints were part of the overall feedback dashboard at the practice which is used to facilitate improvement or build upon good areas of patient care. There was still no consistency within complaints nor at other practices within the area, however; there had been an increase in compliments. The complaints team will continue to monitor complaint/compliment trends.  **Digital Solutions**  **NHS App**  SR informed the group that the digital day was very  positive and more patients had attended than expected. The PPG were thanked for their input on what was a  successful day. | VM/PPG  VM |
| **Pictorial memorial to Dr Ahmad** | The group were informed that discussions on suitable  memorials were to be discussed with the families and for now this would be kept private. |  |
| **BC - Diabetic presentations** | BC agreed to commence diabetic presentations from March 24 on behalf of the practice. The cohort of patients invited to attend would include, patients diagnosed within the last two years, age to be determined by clinicians.  BC to liaise with VM regarding his availability and room  booking. | BC |
| **Flu Vaccinations** | The group were informed regarding asthma criteria for flu vaccination.  The group were informed that vaccines for eligible patients were still available up until the end of March 2024.  The group asked for the percentage of patients vaccinated and remaining vaccines at the next meeting. | VM |
| **Practice Update** | **Spring covid boosters**  The group were informed that spring covid boosters were coming up, further information to follow.  **Online Triage**  The group were informed that online triage was now  receiving positive comments and one comment was read out.  **Cloud based telephony**  SR informed the group that cloud based telephony was coming soon to the practice which would enable more functions including call back and a match to patient telephone numbers. The practice were looking to sign the contract on the new service this week.  **Pharmacist visit next meeting**  The group were informed that the practice pharmacist will be attending the next PPG meeting and will be on hand to answer any medication related queries the group may have. |  |
| **Covid Testing & Covid Prevalence** | The group were informed that covid testing is no longer performed. Immunocompromised patients can still be  referred to CMDU within 7 days of a positive test/onset of symptoms. The service will triage the patient and provide treatment if appropriate. |  |
| **Measles and**  **Vaccinations** | The group asked regarding the outbreak of measles and vaccination. The group were informed that the practice had only received directive regarding staff and patient  vaccination the previous day and this work was underway.  Further information to follow. | VM |
| **AOB** | The group asked regarding the shingles vaccine. Further information to be obtained for the next meeting. | VM |
| **Date and time of next meeting** | Agenda items to be received by 5.3.2024 to VM via [vmarr@nhs.net](mailto:vmarr@nhs.net), thank you. |  |