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**Patient Participation Group – 22 August 2017 at 17:00**  
**Minutes of meeting**

Attendees

Karen Taylor, Practice Manager and Chair

7 patient representatives

**1. Speaker- Abigail Avery – Memory Support Worker (Alzheimer's Society and LYPFT)**

Discussion around dementia and support available. Referrals can be made by GP, by self-referral or via the Alzheimer's Society

**2. Minutes of the last meeting / actions arising**

- Patient Survey feedback – no additional comments made
- Confusing message on telephone system regarding Saturday opening has been removed

**3. Managed Repeats**

Feedback sought from the group regarding the practices proposed plan to stop managed repeats through the chemist and that all prescription requests will need to be made directly with the practice, following a 3 month advertising period. The group were in agreement with the proposal.

**4. Care Navigation**

Feedback was sought from the group regarding the practices proposed plan to introduce care navigation. This would mean that all patients would be asked a brief reason for booking a GP appointment. This would be to ensure that their problem / query would be dealt with in the most efficient manner and by the correct person. If patients did not want to disclose any details then they would be under no pressure to do so. The group were in agreement with the proposal.

**5. Saturday open day**

Saturday 14 October 2017 was suggested as a suitable date for any group members to be in attendance in the waiting room to promote the PPG and also to act as champions for encouraging patients to use on the line services especially with regard to ordering repeat prescriptions. KT to confirm the date and send out an invite to all members for expressions of interest so that a meeting can be set up.

**6. Suggestion box**

- Supply of drinking water – the group would like this to be considered
- Air conditioning – the group thought this was a good idea if possible

**7. Members issues**

- Dates for flu clinics – these should be available for booking from w/c 28 Aug 17
- Speaker for next meeting – optician / eyes

**8. Date and time of next meeting - Tuesday 14 November 2017 at 17:00**