

Waterfoot Group of Doctors  
Patient Reference Group Minutes  
Meeting on Tuesday 5<sup>th</sup> April 2016

In attendance: Dr D M Doherty (DD) Ronnie Barker-Chair (RB) Carole Barker (CB)

Lois James (LJ) Robert Jeeves (RJ) Jodi Boys (JB) Phillip Hodgson (PH)

Apologies: John Moores (JM) John Doherty (JD)

**Matters arising from minutes 09-02-16**

The minutes of the meeting on the 9<sup>th</sup> of February were accepted as a true record subject to the minor amendment of listing (JB) in the attendees.

The group discussed the progress being made with the electronic prescribing system. (RB) Asked for further clarification on the procedure for auto electronic monthly prescribing to a nominated Pharmacist without Patient request through the Emis system. (DD) Informed the group that some progress had been made to ensure patients medicine needs were met and that managers were in discussion to further improve the systems.

The provision of Wi-Fi is still awaiting installation within the Health Centre.

(RB) Informed the group that the face book link from the Health Centre Website is not working.

**Waterfoot clinicians slot**

(DD) stated a CQC Inspection is expected in the near future and members of the PPG will be invited to take part.

## **16-28 Review of Family and Friends Surveys 2015/16**

In view of the absence of (JD) it was agreed (RB) would meet at a later date to discuss feedback from the F&FT Surveys to identify areas for development to improve services in future Action Plans.

## **16-29 Review Actions for 2015/6 and agree Action Plan for 2016/7**

The Group focussed on its main business to review 2015/6 and to agree an Action Plan for 2016/7. A discussion took place on the actions needed to improve the representation of all age groups within the patient forum. Social media to create a 'Virtual PPG' together with discussions with a local High School are current development areas.

Further discussions included:

Patient Self-care and Condition Management.

Improving internet access and appointments – the Group asked if numbers of electronic appointments and links to nominated Pharmacies could be identified and reported back to gauge the increasing use of the Internet.

It was agreed to look at Improving provision for vulnerable groups.

Extending the Development of community links.

Continuing Development of the quarterly practice newsletter in Partnership with the East Lancs CCG (Clinical Commissioning Group).

We have been actively involved in the development of the **REAL Community Directory for Rossendale that went live 26<sup>th</sup> of February and information is being added quite regularly especially on the Patient Partners Section designed from our suggestions** – you can follow the link to the Patient Participation Groups on the Home Page at <http://www.realtld.co.uk> for 'Information & Resources' or try this direct link <http://www.realtld.co.uk/ppg-network/> which will take you to the PPG Network Page.

The directory is a resource for Clinicians, Organisations and the Public at large to find activities and support available in Health-related matters to aid the 'Social Prescribing' Agenda.

Our PPG is continuing to add information to the Directory Pages for the sharing of Best Practice within Rossendale and intends to build up Self-care and Condition Management Information as a **new Action in our 2016/7 Plan** to support ourselves as well as reducing the pressures on our General Practitioners.

### **16-30**

(RB) Informed the group that an iPad has been received on permanent loan from REAL to support our group which will become an invaluable tool once Wi-Fi is available at the Health Centre. The REAL charity has set up a new website to unite the community and prevent loneliness follow the link <http://www.realtd.co.uk>

### **Date and time of next meeting.**

To be decided on the return of (JD).