**FMP Patient Participation Group Meeting**

**Wednesday 10th April 2019 1.30pm**

1. Minutes of last meeting were agreed and slight amendments made. There was a typing error on item 2a which should read MSW instead of MSK. 3b should say “then it *could* remember your password” rather than “it *will* remember your password”.
2. Matters arising from January Meeting.
   1. Signage. It was confirmed there had been no developments to this issue.
   2. Patient Access password concern. The group was informed that this is a device issue and not an issue relating to the website or Practice.
   3. Leaflet. The group was informed that an old form had been used on that occasion and these have now been changed to the correct form which does not mention a leaflet.
3. Matters arising not on the agenda. It was pointed out by a member that following the changes made to the practice website he felt this is now a lot better than the previous version. The section which refers to the PPG is much easier to find now although the date of the next meeting needed to be updated.
4. A new Chair person needs to be elected by the group; the role involves admin associated with meetings, it involves planning agenda’s, chasing up on particular issues, liaising with the Practice and others between meetings as well as attending various CCG meetings.
5. Practice Update.
   1. The new Reception Manager, who started at the practice 6 weeks ago was at the meeting to meet and introduce herself to the group. She is now the group’s point of contact for any PPG relevant issues.
   2. Flu Season. It was confirmed that our flu uptake has increased by 11.7% for the under 65’s group, which is the hardest group to encourage to have the flu jab. Public Health have noted this significant increase in uptake and asked for feedback on how we increased our uptake so they may assist other practices with their future flu season campaigns.
   3. The surgery was asked if it could provide figures on the level of MIU attendances and how many Xrays are now being done at Faversham so that they can be compared with past activity levels from the MIU procurement project.

**Action Point** - PPG member to e-mail Office Co-ordinator with the information required

1. Urgent Treatment Centres
   1. The government policy regarding UTC’s (Urgent Treatment Centres) which is happening all across the country is such that services such as the various tiers if A&E’s, Walk In Centres, Urgent Care Centres, Minor Injury Units ect will be standardised under a new set of national service specifications. The Kent CCG’s have indicated they intend to convert all existing MIU’s for example into UTC’s. There are deadlines for this to be completed by the end of 2019, with a final deadline of October 2020. Minimum opening hours remain at 8am to 8pm, 7 days a week but there was concern in the group as to whether the current Xray unit opening hours at Faversham will be adequate if the level of demand for xrays increases with the conversion of the MIU to a UTC.
2. Patient Reference Group. Two members were going to attend this but were not able to attend today’s PPG meeting to give feedback.
3. Joint PPG Meeting. It was agreed this was a very good meeting and the guest speakers from the Abbey School and from the Faversham Food Bank were very informative and interesting.
4. Other listening events. The statement from a member of the group printed in the minutes of the Joint PPG Meeting was referred to, which gave the most up to date information. The next listening event with the CCG and STP committee will be at the Cricket Ground, Canterbury, date believed to be the 24th April, to be confirmed.
5. Any other business
   1. PPG chairman, already discussed.
   2. Items for next meetings. The group were keen to discuss the provision of Health Care services in Faversham.
   3. It was agreed to set dates for two meetings ahead as this should help improve attendance and advertise the PPG meeting in the building

**Action Point** The Practice to add these two dates to the website and posters to be displayed in the waiting areas.

1. Date and time of next meeting

Wednesday 24th July 1.30pm

Wednesday 30th October 1.30pm