**Minutes of the PPG meeting at Valley View held on Wednesday 11th July 2018**

**Present** Patient PPG Zafar Iqbal, Rukhsana Bibi, Shahada Adeeb, Shabana Kamran Joan Tracy and Falak Ahmed.

**Staff:**  Uzma Ahmed (Practice Manager) Farhana Younis (PEL)

**Apologies:**  Ali Khan and Arafa Ahmed

Introductions were made and first formal meeting with Uzma Ahmed ,who introduced herself and informed members of the PPG that meetings will be held every 3 months , and to discuss Action plan

Last year access plan how to improve and offer more appointments, to engage with patients

Waqaas and Shazia training clinical pharmacists were given clinics in open surgery, offering 30 more appointments. GP’s available if input is required.

Open surgery Monday, Wednesday and Friday .Telephone messages and triage consultations are also available.

Last year action was to reduce DNA’s; all appointments are now confirmed am and pm to make sure patients are attending. Receptionists are also to encourage patients to use online services.

**This year to improve: 2018/2019**

GP survey from Jan /July showed that patients were unaware that online services were available and hence why the uptake has been so poor. We will work alongside PPG and champions in encouraging the use of online system to our patients.

September Care Navigation will be introduced which has already taken place in Wakefield There will be 7 areas for navigation .Patients will still attend surgery and the same procedure will be used but trained staff will navigate to other services using the template on the system. Patients not wanting to discuss personal matters at the desk will be informed that a room is available for privacy.

Senior Care Navigation Champion will be allocated in our practice to help smooth running of care navigation.

The practice will also be introducing a mobile App called Evergreen this will also allow patients to book appts, request medication but also provide self-care information on what to visit in regarding to their health needs.

We will also be introducing an App within the Practice known as ORCHA Giving patients the tool to help, support and promote self-care. Changing ways of managing self-care and promoting this to the younger generation who are computer literate could make a real change for the future.

People have a key role in protecting their own health, choosing appropriate treatments and managing long-term conditions. Self**-**managementincludes all the actions taken by people to recognise, treat and manage their own health. The way forward is to use apps like evergreen and ORCHA and give you information linked to your individual needs.

This will be available soon PPG to promote new app and encourage patients to use online.

Valley View is a Practice which part of the Primary Homes 5. This consists of 7-8 other practices and as home will try and develop services to give better care and access to services which we feel need improving.

Social prescribers (non-medication) also known as community connectors available for support and encouragement. GPs and receptionist can both refer into this service.

**Workforce Improvements**

Developing Team of young people to work through apprenticeship scheme and leading to achieve NVQ after 18 months with support of the practice. The practice has already had 3 apprenticeships and jobs have been offered.

As part of promoting on how to use online services to patients, Practice has an Ipad available for PPG/champions to use to help promote this amongst our patients.