**Aspull Surgery PPG Meeting**

**Monday 14th January 2019 (17:20 – 18:30)**

Attendees: RB, Aspull Surgery

 HK (Business Transformation Manager, Wigan Borough CCG)

 GL (PPG Chairman)

IS

Apologies: AK – Due to change in circumstances will no longer attend meetings.

1. **Approval of the November Minutes**

The minutes were agreed.

Update on items – RB informed that LP had now received notification from Wigan GP Alliance that they don’t have the facility to audit usage of the service by individual practice but has requested that they look into how this can be done in future and also brought this to the attention of the CCG via HK.

1. **Practice Update**

RB provided update on locum GPs at the practice following Dr Wildon’s departure:

* Dr Shepherd’s now working every Thursday from Dec 2018
* Dr Prasad Mahadeveppa will be working every Tuesday and Thursday from February 2019
* When we need locums on other days (Weds/Fri) will endeavour to get female locum GPs, if available.

**Action Point:** RB to include this information in the next newsletter

1. **Logo Competition**

RB informed that only two schools submitted entries. Three winning entries selected by Dr van Spelde (each of these shown to members). Discussed what uses the winning entries can have – posters, letterhead, newsletters.

**Action Point:** LP to arrange prizes (WH Smith vouchers)

 Practice to arrange to digitise and adopt logo/posters

1. **Current Surgery Statistics**

GL provided handout “Summary Report – Service User Experience (SUE)” with the agenda prior to meeting – other meeting attendees had not seen this before & did not know what the information meant. GL explained this information had come from a meeting he attended. HK informed this related to the issues that the practice has been having with Ulysses.

GL had also provided another handout relating to the surgery’s previous statistics for the PPG. PPG members requested up to date figures.

**Action Point:** RB to work on the up to date statistics for the next meeting.

1. **Patient Access**

Current uptake still low at 18.6% (as of October 2018) target 20% by end January and 30% by 31st March 2019. Discussed possible reasons why overall uptake is low – lack of confidence of older patients, lack of knowledge of benefits, unsure of how to use**.** Also discussed how we could possibly increase the uptake (see action points). GL also queried if messaging is in use in other surgeries as it isn’t available for Aspull users.

**Action Point:** HK to check with other practises regarding messaging and update at next meeting.

RB to include feature on the benefits of online access for the next newsletter & put more online access forms on reception/in waiting room.

1. **Shape Your NHS Newsletter**

Not all members of the PPG are receiving these bulletins - just GL receiving these.

GL will forward these email bulletins to all other PPG members & also queried if virtual members receive these – if not how do we set this up?

**Action Point:** RB to query with LP

1. **AOB**

Newsletter items:

* Practice update on locums
* Logo competition – winners announced in newsletter
* Request for new PPG members
* Online access information
* DNAs as the practise has had a lot of DNAs recently so may help to reduce amount if numbers are published

**Action Point**: RB to complete next newsletter

1. **Date/Time of Next meeting**

Next meeting arranged for **Wednesday 13th March 2019 at 17:00 – 18:00**

Can PPG members please give at least 7 days notice if you are unable to attend. If not enough members are confirmed the meeting to be cancelled and a new date scheduled.