**PRACTICE PARTICIPATION MEETING MINUTES**

**Monday 19th December 2016**

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| **Name** | **Initials** | **Attended** | **Apology** |
| Gill Wright (PM) | GW | BD21301_ |  |
| Eileen Day (Reception/Admin) | ED | BD21301_ |  |
| Brenda Bartlett (Patient) | BB |  | BD21301_ |
| Rebecca Clark (Patient) - Chair | RC | BD21301_ |  |
| Stella O’Brien (Patient) - Second | SO |  | BD21301_ |
| Roger Sweet (Patient) | RS |  | BD21301_ |
| Zena-Marie Sherman (Patient) - Secretary | ZS | BD21301_ |  |
| Lara Akpojiyovwi | LA |  | BD21301_ |
| Judith Bryan | JB |  | BD21301_ |
| Dr Kate Love (Patient) | KL |  | BD21301_ |
| Paul Flaherty (Patient) | PF |  | BD21301_ |
| Deirdre Beecher (Patient) | DB |  | BD21301_ |
| Goran Lukic (Patient) | GL |  | BD21301_ |
| Ian Parkin (Patient) | IP |  | BD21301_ |

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| **No.** | **Item** |
| **1** | **Welcome & Apologies**   * As noted above |
| **2** | Minutes of the last meeting agreed as accurate. Copies emailed and given to group. |
| **3** | No actions from last meeting |
| **4** | **Blackfriars Settlement**   * Eileen Dacey from Blackfriars Settlement came to give a talk on the services and activities available for the over 50’s at the centre. She explained about the activities that are available on a daily basis and are free to anyone who wishes to attend. Eileen has asked the practice to promote the settlement by giving us leaflets for the surgery waiting area. She has asked if we can promote the idea of volunteers to help at the settlement in lots of various capacities. If anyone is interested they just need to look on the website [www.blackfriars-settlement.org.uk](http://www.blackfriars-settlement.org.uk) or telephone: 020 7928 9521 for details. |
| **5** | **Commissioning Update – Primary Care Navigator**   * GW explained to the group that the practice has agreed to participate in the Primary Care Navigator programme with Quality Health Solutions. Sadia Odiete is the practice Primary Care Navigator and will be using the SAIL (Safe & Independent Living) referral form which applies to all Southwark residents over the age of 50. * Examples of support that can be accessed include: * Free Handyperson service – changing light bulbs, taking down curtains * Fire Prevention- free smoke alarms * Social Isolation – access to clubs, groups, befriending * Living Conditions – Advice around housing issues * Financial Inclusion – benefits checks and more * In addition residents can access pendant alarms, telecare, support for carers etc |
| **6** | **NAPP**  GW printed the latest NAPP bulletin and was given to PPG members.  The E-bulletin for December was distributed to the group. All previous bulletins can  be found at the following website: [http://www.napp.org.uk/latestebulletins.html](https://web.nhs.net/OWA/redir.aspx?SURL=m8Ij5U_sYu9dgwHns61yifMLMfwjO3A3UdFYBnki3inh4BOajjrSCGgAdAB0AHAAOgAvAC8AdwB3AHcALgBuAGEAcABwAC4AbwByAGcALgB1AGsALwBsAGEAdABlAHMAdABlAGIAdQBsAGwAZQB0AGkAbgBzAC4AaAB0AG0AbAA.&URL=http%3a%2f%2fwww.napp.org.uk%2flatestebulletins.html) |
| **7** | * **Patient feedback** * **FFT in September = 98 responses; 59 extremely likely; 24 likely; 4 neither likely or unlikely, 4 Unlikely, 4 extremely unlikely, 3 Don’t know** * **FFT in October = 123 responses; 76 extremely likely; 38 likely; 7 neither likely or unlikely, 0 extremely unlikely, 2 Unlikely, 0 don’t know** * **FFT in November = 121 responses; 71 extremely likely; 37 likely; 7 neither likely or unlikely, 2 extremely unlikely, 4 Unlikely, 0 don’t know** |

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| **8** | **Any other business**   * RC & ZS both made comments about the lack of privacy at the reception desk when discussing personal matters at reception. GW explained that they can request to speak to a receptionist on the other side of the internal door for privacy, as unfortunately due to restrictions on space no rooms are available. * GW will arrange a receptionist refresher on confidentiality and discretion. |

**Date of next meeting:– Monday 20th March 2017**