

	<p>Patients have been given questionnaires to complete regarding the Practice Project. CCG also sending some out. Just for info at the moment but they will come into their own at the end of the project</p> <p>Complaints about the new way of booking appointments have not been made direct to GPs, Nurses or to the PPG but some patients have been abusive to the Care Navigators when booking an appointment. The PPG asked KS to make the Care Navigators aware that we think they are doing a good job.</p> <p>New software so that patients booking online have to answer questions to navigate to the correct health person was supposed to be ready one month after the launch but will not be ready until September. The Surgery is involved in reviewing system requirements as it must be correct before it will be launched UK wide.</p> <p>The time it takes to make appointments is longer and an issue but nothing can be done until the IT system is up and running and then booking appointments online can be promoted.</p> <p>St George's Medical Practice have no plans at present to move over to the new system.</p>	
4	<p>Supporting Carers in General Practice</p> <p>CK circulated NHS recent publication - Supporting carers in general practice: a framework of quality markers https://www.england.nhs.uk/publication/supporting-carers-in-general-practice-a-framework-of-quality-markers/</p> <p>The group had a discussion on how GPs can support patients who are carers to avoid them hitting crisis point unsupported.</p> <p>KS advised that the Surgery has a carers register and a Carers Champion on reception but it was left to patient to notify reception that they are a carer to be added to the register. PPG members responded that patients are not being informed of the register and recommended that when the GP or nurse sees a patient who requires care that they should then enquire if there is family carer who is a patient and how they are coping and add them to the register.</p> <p>JC from Carers First stated that they want to take pressure off the GP so the GP can look after the cared for and Carers First look after the carer. If GP/Nurse informs the carer about Carers First the carer can be informed as what is available and how they can access all the services. This is person centered support including home visit carer advocacy and much more. The carer can self-refer to Carers First over the phone.</p>	

	<p>AW from CAVS/Wellbeing Partnership explained that people referred or self referring to CAVS are triaged to community services by pointing them in the direction of their needs.</p> <p>CK reminded the Practices that Social Prescribing is shown on the floor of the Surgery entrance and asked for the Surgery to embrace the benefit of having both CAVs and Carers First available in the Waiting Room on Thursday mornings to talk to patients..</p> <p>KS suggested that a session is allocated on a Time to Learn afternoon for Anna and Jackie to inform the Surgery Reception Team about their services. KS also recommended that Carers First have a session allocated on the CCG organized Time to Learn for GPs and Nurses</p> <p>KS suggested we could make patients more aware of what is available for example by posters in the Waiting Room.</p>	<p>CK</p> <p>CK</p>
5	<p>Social Prescribers in Surgery Waiting Room</p> <p>There was discussion of finding a Social Prescribing organization to attend the Surgery on the 4th Thursday of the month.</p> <p>Let's Keep Moving was discussed at the last meeting so CK went to one of their exercise sessions and was impressed with both the activity and purpose of the group especially for social interaction and it had been proved to have health benefits helping diabetes patients to reduce their medication. AW said that Lets Keep Moving are an organization that they recommend, and the PPG decided that this was the best way to bring the organization and other exercise groups to our patients attention.</p> <p>It was decided that the best use of the 4th Thursday time would be if CAVS can find a volunteer to attend representing CAVS and the Wellbeing Partnership.</p>	<p>AW</p>
6	<p>AOB</p> <p>KS is leaving as Practice Manager in July and the PPG thanked her for the time she has spent with the PPG</p>	
7	<p>Date of next meeting</p> <p>Next PPG meeting will be Tuesday 22nd October 2019 in the Downstairs Waiting Room.</p>	

Abbreviations:

AMG: A member of the Patient Participation Group (in some places in the minutes this has been replaced with the members initials at their request)

PPG: Patients Participation Group

ANP Advanced Nurse Practitioner