

## **PPG meeting minutes 4<sup>th</sup> March 2016**

Alan thanked everyone for the way in which the group are collaborating and communicating via e mail.

Next 2 meetings Alan will be away so they will be chaired by Susan and Peter.

### **Surgery Update**

Liz Richards updated on the following.

1. Frail patients with mobility problems will be asked to be seen downstairs as some are insisting on making it upstairs and this puts the receptionists in a difficult situation when the patient is clearly struggling- it is dangerous.
2. Patients have been informed of who their named GP is throughout the year in consultations, on right hand side of prescriptions and via text
3. Patients are now able to request to view their medical record online. The PPG is going to help the surgery pilot this.
4. Sue Lawrence our choose and book administrator is retiring after 30 years at the surgery
5. Dr Sarah Dowling is doing a charity bike ride for women's cancer charities. There is a poster up in the surgery to sponsor her.

### **Opt outs**

Patients choices still have not been uploaded. Alan to draft a letter to Anne Maine again once the latest Caldicott report has come out which will state whether patients should have to opt in or opt out. If she rules opt in then the issue goes away.

### **Hubs**

There is a meeting on March 30<sup>th</sup> which Alan will circulate details of about Harpenden Memorial Hospital becoming a Hub. St Albans have yet to decide on what their hub will be. The Maltings Surgery has expressed an interest in being part of any hub as the current building we are in will soon not be fit for purpose.

### **Engagement**

The PPG take the view that all patients are members. 58 on steering committee would like this to increase to 200.

Liz to look at sending an mjog text to all patients to click a link to the patient group area of website to find out more info. Can we have a mjog patient list for PPG separate from surgery patient list in case someone wants to opt out of receiving them? Liz to look into.

### **AOB**

-Communication with secondary care over appointments very difficult- would be very helpful for info to be on our website on who to call about appointments in hospitals.

-Location of any hub in St Albans needs to be town centre based

-A member who also works with Age UK and reports that the surgery receives good feedback from who he talks to.

Next meeting May 4<sup>th</sup> 2016, 7pm.