**12th June 2018**

**PPG Draft Agenda**

Apologies: Lisa Di Cesare, Julia Pearson, Leon & Lek Price

In attendance: Michele, Christine, Pauline, Jane Skinner, ?Karen/Caroline?, Alan

1. **Practice Health Champions** – Sabreen had dealt with this before. Alan and Alice in Newham CCG were exploring but no further information.
   * **Volunteering in your practice** was a funded scheme to cover befriending, coffee mornings, organised walks etc. but no more funds now available from the CCG. Seen as a useful preventative service that would be better if all clinics involved. Michele to pass details to Alan for him to pursue.
2. **Relationships with Barnet CCG and opportunity for a super patient PPG group.** There are 57 in Barnet in total but fewer if divided into North/South/East/West groups. Not all have PPGs. Impact of PPGs would be stronger if more coordinated to build greater influence. At present, some seem more like a box ticking role – not acceptable. Need better communication with patients but NHS tech systems inadequate for email communication though can mass text. Michele to discuss with doctors. Alan to write to CEO NHS to complain.
3. **Health events at the practice or collaborating with neighbouring practices –** events such as celebrating 70 years of the NHS – could be organised by volunteers if there were any. No capacity to offer.
4. **Delivering prescriptions**- Michele to produce a leaflet to remind patients of services available eg repeat scrips from the chemists directly or online from surgery. No need to attend surgery. Also mention that the delivery services advertised could put local pharmacies at risk given the current funding squeeze on scrips.
5. **Referral issues** – choices may be offered in CCG letter but if selected, some actually not allowed e.g. UCH for blood tests. Misleading.
6. **GDPR update**  - security standards very high but note sharing between surgery and hospitals still possible. Consent presumed otherwise system would not work. Also access possible for those using the 8-8 service.
7. **Future objectives** – use PPG as a platform to discuss issues with a doctor. Have doctor attend every 6 months.

**More generally:**

* + Better communicate with patients
  + Assess clinic service quality and issues (current ones scope for expansion as the property is owned by NHS property services who may prefer to place new capacity in the currently underused Finchley Memorial Hospital)
  + Help to improve the clinic experience

Alan to explore the possibility of setting up a PPG email group to enable patients to contact PPG

1. **Date for future meetings**: 18 September, 4 December