

**Venue:** Hawthorn meeting room      **Time:** 11am

**Attendance:** Denise Fay (Practice Manager), Jenny Lear (Admin Team Leader), Dr Gina Samuel, Jenny Webster (Community Manager/Chair).

**Patient Representatives:** FO'R, SG, PG, DB.

**Apologies :** AG

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## 1. Introductions and confidentiality JW

## 2. Surgery news and updates;

- **Health Promotion** On Thursday 12<sup>th</sup> February the Manchester Health and Wellbeing Team came to the surgery promoting the cervical screening programme. It is hoped that we can work with them over the year promoting different health issues.
- **Macmillan Cancer Support** – Denise has ordered a Macmillan “information station” to support patients and provide further information about cancer care.

## 3. Patient Participation DES – Review and update of 3 point action plan

- Surgery Newsletter** DF Distributed the latest edition of the surgery newsletter for discussion. The group suggested including travel vaccination information.

- Online access to patient records and security**

At the last meeting patients voiced concern over the security of the surgery website in relation to the previous website being hacked. How secure would the patient information be if a previous website had been hacked?

JW has looked into the situation and the surgery has done everything it can to regain control of the previous site. We have put in a request to regain the url [www.hawthornmedicalcentre.org](http://www.hawthornmedicalcentre.org) when it runs out in June, so we hope this should be the end of the incorrect information provided.

- The new website is hosted on a secure server by WeareEmpire. We believe this server to be secure as possible and will continue to support this going forward.
- In relation to patient online, the link to access information is through the surgery website. This information is hosted by an NHS controlled site which will comply with national security regulations.
- **Patient online trial demonstration** : JL provided a trial log-in to show the group how the online access would be displayed, when requested by patients. The screen showed allergies and allergic reactions. JL also demonstrated the appointment booking and repeat prescription ordering processes.
- **Advertising and introducing to patients:** The surgery has posters displayed in the waiting room and has printed off patient information leaflets and consent forms for additional access to patient records. The surgery will support patients to trial the system individually, and look into providing a group introductory session depending on demand. JW will also look into resources such as a patient video to put on the TV screen to advertise the service.

The PPG members were invited to speak with the surgery if they would like to activate their own accounts.

**iii. Increasing the diversity of the group.** JW provided demographic information for the surgery (see attached). In order to make the PPG more representative of the patient population the group was asked for ideas on how to do this and advertise to more patients. Particular age groups to target are families with young children, the student population and patients from a wider range of ethnic backgrounds.

- The group suggested targeted health talks on different areas and issues.
- Surgery to develop email communication list and from April the surgery will have full access to a Survey Monkey account and be able to get better feedback from patients without a full meeting.
- It was felt that a family open day wouldn't be effective in raising awareness and going out into the community and advertising the practice newsletter more widely may get a better response.

#### 4. **AOB :**

##### **Points raised**

- The group would look at patient feedback through the Friends and Family Test and review the first quarter Jan- March.
- To look at the year ahead at the next meeting and possibly plan some patient information talks / drop in sessions.
- SG asked if the Warfarin clinic could be run from the surgery to save travel time – DF to investigate.

#### 5. **Proposed Date and time for next Patient Group:**

Thursday 4<sup>th</sup> June 2015 11am