**Minutes of the PPG meeting at Valley View held on Wednesday 21st November 2018**

**Present:** Patient PPG Ali Akbar, Shabana Kamran , Joan Tracy, Shahida Adeeb, Rehana Basharat and Melissa.

Staff Uzma Ahmed (Practice Manager) Farhana Younis (PEL)

**Apologies:** Arafa Ahmed

Introductions and last meeting minutes were discussed and how we have improved and what action have been taken

Encourage to use online service by promoting the use of the iPad and Wi-Fi available in the surgery. PPG members to help in expanding the use of the sms and online services, so patient’s appointments can be booked and confirmed as well as being able to request prescriptions. Promote in house questionnaire.

Care Navigation to start in December due to the technical problems practices have been facing, template for staff to navigate to right places.

Self-Care to start groups and organise events e.g. coffee mornings ,stalls, to start a walking group , to try and arrange transport and expand the group , more voluntary groups to encourage healthy eating ,self-care display ,also to get Poonam (Hale) more involved to reach out to the community and engage with patients.

**DNA’s**

PPG requesting that we should have more of a robust DNA policy like other practices where patients are removed after 3 DNA’s. Uzma explained we do follow this procedure but on an individual basis and examples were given for our mental health patients and we cannot just remove them. Each individual case is discussed with GP to make the decision as they know their patients better.