**Patient Participation Group**

**Meeting**

**Monday 6th July 2015, Buttershaw Lane Surgery**

Present:

Apologies:

**Health Hearts**

The meeting was attended by members of the PPG and several Practice Health Champions. The bulk of the meeting was a presentation delivered by .......... . The presentation informed the group of the local Healthy Hearts project.

Healthy Hearts is a local scheme (Bradford Districts CCG) aiming to ensure the population of Bradford have the best possible care and treatment if at risk of coronary heart disease or stroke.

**Practice updates**

*Premises* – phase 1 of Buttershaw lane work now complete. Patients now have access to a large comfortable waiting area. Staff now have upstairs kitchen facilities(H&S issue). The next phase of work will identify the best ways of increasing service provision at the BL site. Architects are being consulted to provide options.

*Staff* – The nurse team are now up to strength. We will be recruiting new members of the reception team mid/end July.

*Telephone system* – new system has been ordered. This will significantly improve information afforded to patients esp when on hold – informs position in queue etc..

*Electronic prescribing (EPS*)– We will be going live with EPS early September hopefully. This will not affect pts other than removing lots of potential for mistakes.

Prescription clerk – We plan to take prescription processing out of reception. This will hopefully improve pt interactions with practice staff.

**Date of next meeting**: Monday 5th October, 6pm Park Road Surgery.