

## **PPG Meeting 17<sup>th</sup> October 2018**

### **Sunrise Medical Practice**

#### **Present:**

Sukhi Ghattaora PM

At

JC-B

#### **Apologies:**

All other members as per list

MH

Tp

CR

MD

AS

EW

AE

AS

KT

BH

SM

VB

#### **Role of PPG**

Discussed PPG Role

- Advising the practice on the patient perspective
- Supporting and advising on health promotion events
- Communicating with the wider patient body
- Influencing the practice or the wider NHS to improve services

Regularity of meetings agreed as three monthly

Discussed ways to increase engagement. Sukhi to talk to student union and get advice from Paul Dodsley.

#### **Online services**

Discussed how to increase uptake

Agreed that offering it over the counter would be the best way to encourage uptake

### Reception desk questions

Patients agreed they don't mind being asked the reason for appointment.

Complemented the availability of appointments and politeness of staff

### Health promotion - Suicide Awareness week

Sukhi advised that this was a Sunrise initiated campaign being run jointly with the other medical practice and SSS at NTU

Sunrise actions are:

Activity	Who	Where	When
Raise awareness of suicide via text link	Sukhi – Sunrise	To all textable Students	12 Nov
Promotion via Facebook	Sukhi – Sunrise	Sunrise Facebook page	12-16 <sup>th</sup> daily
Daily tweet on suicide awareness	Sukhi – Sunrise	Sunrise Twitter account	12-16 <sup>th</sup> daily
Display on suicide and mental health	Sukhi – Sunrise	Sunrise Surgery	12 <sup>th</sup> November
Add zero suicide link to website	Sukhi – Sunrise	Sunrise Website	12 November

NTU and City site practice to add to this activity plan too

### Clinical issues

Discussed mark Grenville doing med reviews – very good for stable patients

Patients say they feel that their needs are being met

### Text reminding service

Discussed promotion campaign and agreed the schedule

Text	When	Who to send to
If you need to be seen by your home GP during the holidays please register as a "Temporary Patient."	Summer Easter Christmas	All students

If you are on regular medication don't forget to order your prescription before the holiday break	Summer Easter Christmas	All students
We do STI Screening just ring 01158483100 for an appointment	November February April	All students
If you are thinking of quitting Smoking you can get advice by going to <a href="https://www.nhs.uk/livewell/smoking/Pages/stopsmokingnewhome.aspx">https://www.nhs.uk/livewell/smoking/Pages/stopsmokingnewhome.aspx</a>	January	
R U under 25? Have you had two doses of MMR in your lifetime? If not ring the surgery for an appointment	December	All those registered in September onwards
Are you under 25? Have you had an ACWY Meningitis vaccine? If not then contact the surgery now on 01158483100	October	All those registered from 1 <sup>st</sup> Sept
Meningitis is serious ... please go to <a href="https://www.nhs.uk/conditions/meningitis/">https://www.nhs.uk/conditions/meningitis/</a>	October	all students
Sepsis can be serious. For information go to <a href="https://www.nhs.uk/conditions/sepsis/">https://www.nhs.uk/conditions/sepsis/</a>	December	All patients
You can book appointments, order repeat prescriptions and view your records online – please ask for a form at reception	October Jan April	All patients
Are you “getting it on” ... free condoms available. Pop in to reception at Sunrise Medical Practice 01158483100	Oct Jan April	All students under 25
Worried about an eating disorder? There is support available on site. Ring 01158483100 for further advice	Oct Jan April	All Clifton students

## Website

Viewed current website

Looked at other examples – homepage to be snappier and to be link page only with less text. Advised to get rid of the noticeboard and have tabs and links to everything

Homepage should be to guide not inform.

### **Facebook and twitter**

Sukhi to ask NTU to share the pages and to follow tweets

Sukhi to talk to UPP to share the page too

### **Next meeting**

30<sup>th</sup> Jan 2019

24 April 2019

17<sup>th</sup> July 2109