**Parkview Patient Participation Group**

**Minutes for Thursday 16th February @2.30 p.m.**

Attendees:- Sarah O. (S.O.) Charlotte T. (C.T.) Jean Darbyshire (J.D.) Don Holloway (D.H.)

Pam Holloway (P.H.) Neil Sheridan (N.S.) Trish Cullen (T.C.)

Apologies:- Ann Pinfield (A.P.)

**Introduction from our new Practice manager Charlotte** – Charlotte introduced herself and gave a brief resume of her previous employment, experience and career to date.

**Actions from previous meeting:-**

**Friends & Family Cards** – This was handed over to D.H. and indicated a good response from patients showing a high percentage of satisfaction with the practice. The number of completed cards for January was actually higher than the total of the previous 12 months.

**Update on PPG Posters** – New laminated posters will be completed within the next couple of days. PPG chairman and practice manage to decide on appropriate siting of these within the waiting room area, so will be on show next week.

**PPG recruitment forms** – Together with the Friends and Family forms they are now clearly positioned within the surgery waiting area. On completion of these forms by patients they will be handed back to reception for handing to S.O.

\*\* In addition to the above, some members of the PPG will occasionally visit the surgery waiting room to chat with patients and assist with F&F forms and to promote the PPG/surgery. A new member, Hannah has joined today.

**Surgery Roles Flow Chart –** This document is still awaiting review; hopefully, it will be reviewed and approved prior to our next meeting in April.

**Photos for posters** – These had been forwarded and will be on the posters within the waiting room next week.

**Amendments to Parkview website** – Is partially completed and is ongoing. S.O. stated it would be hopefully completed by the next meeting in April.

**Spen H&W PC Network –** This meeting was carried out via a Teams online system. Both D.H. and T.C. were in attendance as Parkview representatives. A copy of the minutes will be forwarded to the PPG by D.H.

**Surgery update and staff changes –** A new practice manager (Charlotte Todd) has commenced employment at the practice.

A new nurse practitioner has recently been employed. C.T. also advised that two reception staff and an administrator have also been recently employed by the practice. The surgery practice is currently active in recruiting for other various new members of staff.

Engage Consult has ceased and was replaced on the Parkview Website by a new system called PATCHS.

**Appointment System** – S.O and C.T. said that appointments can be made for “on the day” to see a clinician by ‘phoning the surgery early in the day and the surgery operates a “first come first served” system. If your appointment is not urgent or requiring same day service then you can still make an appointment however, this could be in two or three weeks’ time.

The appointment system is being discussed at practice level and will be cascaded down to all members of staff.

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**Patient Participation Group (PPG) Terms of reference** – The groups Terms Of Reference was approved today for a further 12 months.

**Next Meeting** – **Thursday April 20th, 2023 @2.30 p.m.**