**Parkview PPG**

**Minutes for Thursday 8th June 2023 @ 2.00 pm.**

1. **Welcome and Introductions from all members present DH-PH-NS-TC-JD-HL-CW-SO**
2. **Minutes taken by S.O.**

**Welcome to our new member HL.**

**Apologies were received from AP.**

1. **DH approved previous minutes. All agreed.**

**There were no actions brought forward.**

**Minutes from today will be sent for approval within 2wks to DH. When approved the minutes will be added to the PPG board in the waiting room by DH.**

1. **Surgery posters are now done. Flow chart is now unusable as the PCN have changed our contract, and where we need to book patients in.**

**This has now changed how we book patients in with our own clinicians. This is agreed by the PCN.**

1. **HL - willing to promote via a QR code across websites PCN level, drive primary network, Spen network links and Parkview.**
2. **Parkview Surgery website to update, need to remove the PPG next meeting date from home page.**
3. **Airmid to replace SystmOnline. SystmOnline is still available for the time being. Patient encouraged to use the app of their choice.**
4. **All reception staff are fully trained in Care navigation, they know where to book patients in correctly. The GP Locums and some clinical staff sometimes aren’t sure of the timings and we ask them to send patients to the front desk or call reception to book appointments.**
5. **PPG visits to the waiting room are on hold for now until approved by CW. The purpose for these meetings are to support the surgery.**
6. **DH read two mission statements, the whole PPG group and the surgery agreed on one to be published in due course.**
7. **Surgery updates and staff changes.**

**CW - We have and are employing another GP and ANP in the next few weeks. We have a new Practice Nurse and Advanced Nurse Practitioner. We also have two new staff members starting in reception.**

1. **We are now using PATCHS for patients to contact the surgery without having to call reception. The ICB have commissioned this service. This is the best way to contact the surgery about anything.**
2. **Covid vaccinations will not be delivered by the surgery. Patients need to contact 119 or book via the NHS.Gov website.**
3. **There are no online appointments available at the moment.**
4. **Any other business.**

**TOR sent to all members for rewriting via DH, using Practice suggestions. To be approved at next meeting.**

**A patient survey to be compiled by the PPG and approved.**

1. **Next meeting will be on the 17th August 2023 at 2.30pm.**