**Parkview Patient Participation Group**

**Minutes for Thursday 19th January @ 2.30 pm.**

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

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

**Actions from previous meeting: -**

**Friends & Family Cards** – S.O. stated that none were completed during December. The box is behind the reception glass; hence patients cannot see it. It was decided and agreed that S.O. would place a sign on the front of the reception glass to advise patients where the forms are to be found and ask for them to be completed and handed back to the receptionist who will put them in the box.

**Update on PPG Posters** - N.S. advised the group that despite e-mails sent by N.S. dated from 12/12/22 to contacts at **ICB** and provisional promise of assistance by them, none has been forthcoming to date. Copies of the e-mails were shown to the group and handed to D.H. for file. It was decided that we would make and display our own posters in the surgery.

Laminated recruitment posters will be made by T.C. and D,H. and sited within the surgery waiting room. One to be placed on the wall above the signing in screen and one on the PPG notice board on the “pod” wall, where meeting minutes are sited. N.S. to send photos to T.C and D.H. which may assist with poster lay-out.

**PPG recruitment forms** – T.C. has agreed to make A4 double-side forms (foldable) to help with increasing PPG numbers.

T.C. handed to S.O. a copy of the surgery roles flowchart which she will check over and see if it is still relevant for the patients, if it is it can be laminated and placed within the surgery waiting room.

Previously reported unresolved items – D.H. read out a report of numerous items that had been reported to the practice over the last 2 or 3 years. D.H. to update this list and report them to S.O. so that they can be corrected.

The telephone system seems to have improved, though there are still a few anomalies which need sorting.

**Surgery update and staff changes –** Helen Procter left the practice on 13th January a new practice manager will commence employment at the practice just before the end of this month (January).

A new nurse practitioner is being employed by the practice and will start in the very near future.

External advertisements are currently in use to help with the employment of a new salaried G.P.

**Engage Consult**, the existing web system used by the practice that allows patients to contact the practice will cease around the end of March 2023, a new improved system called **PATCHS** will replace it. Patients are encouraged to sign up for this service.

**PPG Terms of reference** – The existing **TOR** was read and checked by the group. A couple of minor changes were made, the main one being the change of group title from **PATIENT REPRESENTATIVE GROUP** to **PATIENT PARTICIPATION GROUP**. The **TOR** was approved for a further 12 months subject to Practice approval of one item and will be published when finalised.

It is envisaged that monthly meetings will be continued however, when the existing unresolved items are sorted, we will be able to return to quarterly meetings.

**Next Meeting** – Will be on the 16th February 2023 at 2.30 pm unless the practice suggests a different day or time when hopefully the new Practice Manager and a G.P. will be able to attend.

**Action List from 19/01/23**

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| --- | --- | --- | --- | --- |
| **Date of meeting** | **Action required** | **Who by** | **When** | **Done** |
| 19/01/23 | Friends & family cards to be on reception, a sign on reception glass to advise patients | S.O. | Next meeting T.B.A. |  |
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| 19/01/23 | Laminated posters to be made and sited in the surgery waiting room. | T.C. and D.H. | Next meeting T.B.A. |  |
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| 19/01/23 | PPG recruitment forms to be made and positioned within the surgery waiting room. | T.C. and D.H. | Next meeting T.B.A. |  |
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| 19/01/23 | Existing Surgery Roles flowchart to be checked and advise if changes required. | S.O. | Next meeting T.B.A. |  |
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| 19/01/23 | Photos for possible use for posters to be sent to T.C. and D.H. | N.S. | 31/1/23 |  |
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| 19/01/23 | Next PPG meeting date and practice attendees to be advised | S.O. | Next meeting T.B.A. |  |
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| 19/01/23 | A list of the amendments to the Parkview website and in particular the Patient group section to be notified to S.O. so that corrections can be made.  | D.H. | Next meeting T.B.A. |  |
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