**Minutes of PPG Meeting on 29 July 2019**

Present – VC (Chair), GB (Vice Chair), DM, JC, HR, MS, GS, MM,

CS, Operations Manager

NB, Business Manager

Dr SV, GP Partner

Apologies - DH (Secretary), RH

* **Welcome and Introductions**

The new members were welcomed to the group. They were invited to

contribute and ask questions if required. The main objective of the group

would be to produce new ideas and projects and also wider views on matters

raised at meetings.

Everyone present gave brief details of their background.

* **What is a PPG/Draft Terms of Reference**

CS had drafted a Terms of Reference (ToR) for the group so that members

were aware of the purpose of the group. The ToR stated the main purpose

was to assist the practice in providing first class services and facilities. The PPG

works with the practice to try and achieve this and it looked for ways to

improve what the practice provides.

Members were asked to consider the draft ToR and to suggest any suitable

additions or alterations.

* **Election of Chair, Vice Chair and Secretary**

The PPG agreed on the following appointments:

VC – Chair

GB – Vice Chair

DH (in absence, since agreed) – Secretary

* **PCN (Primary Care Network)**

NB updated the PPG on the PCN and how this will affect the practice moving

forward. CS explained that further information can be found at

<https://www.england.nhs.uk/primary-care/primary-care-networks>

* **Practice Phone Lines**

The PPG members talked about the problems patients had been experiencing

with the new phone system. NB updated on this issue and explained that any

teething problems should have now settled.

* **DNAs/SMS Communication**

The PPG Members asked if the current SMS system could be programmed to

send reminder texts to patients to prevent appointment DNAs. CS agreed to

speak to the SystmOne Team to establish whether this is possible.

CS will also ask them to provide current DNA figures.

* **Mobile Phone Signage**

It was felt that the mobile phone signage at the practice needed updating.

Mobile phone use should not be banned when used respectfully i.e. on silent,

replying to messages while waiting etc., however calls should remain

prohibited to ensure a pleasant patient experience for all.

NB has added this to the weekly Partner Management meeting agenda for 5th

August 2019.

* **Engaging with Patients**

The PPG felt the most efficient way of capturing patients would be during flu

vaccination clinics. These usually start from the end of September. CS will let

the Chair know when dates have been set.

* **PPG Funding**

The PPG asked if there was funding allocation for the group. NB has added this

to the weekly Partner Management meeting agenda for 5th August 2019.

* **AOB**

Future minutes will be taken by the PPG Secretary and should be published on

the Practice website. NB and CS will ensure they are published once they are

agreed as a true record.

All members were asked to think of new areas which they felt the PPG should

undertake and raise them at the next meeting.

The next meeting is to be held on Wednesday 21st August 2019 at 15:00pm.

It was agreed that NB and CS did not need to attend this meeting and would be

invited to attend future meetings in due course.

- Apologies in advance: GB & GS