

Notes of PPG meeting held on Friday 12th April 2019

Attendance: HC, KS, NB, CR, AC

Apologies: YC, CK, CM

Item	Action
Review Minutes of last meeting	<ul style="list-style-type: none"> ● Discussed the survey- results are in and the initial review looks good. Patients are moderately happy with the service provided. Main issues are appointments and the car park- final summary to come at the next meeting. NB asked if we could do a yearly survey- this was noted and will be discussed with the partners. ● Parking at Ashgate Manor- The Landlord has finally agreed to help with the parking issues and contracted with a parking company (Parking Eye) if cars are parked for longer than 1hr30 then they will be fined. There are extensions for patients and customers of the building if necessary – more information will be circulated to the patients soon.
Review PPG Terms of reference	<ul style="list-style-type: none"> ● The terms of reference were reviewed; the virtual group no longer exists so this has been removed, until further requests are made. ● Under meetings it was agreed to trial alternate daytime and evening meetings, to allow for more members to join. – This will start in June. ● Confidentiality – it was agreed to add a small note about confidentiality at the top of each agenda. Also it was agreed for now that the PPG members would only have their initials noted on any future minutes as these are now being uploaded to the website. ● All other items were agreed.
PPG Newsletter Proposal	<ul style="list-style-type: none"> ● HC designed a newsletter that the PPG could take on and update together. This currently incorporates the social prescribing information and other interesting information for the patients. ● All members liked the idea and are happy to update the newsletter on a quarterly basis. HC to circulate the first copy.
AOB:	<ul style="list-style-type: none"> ● Drop in appointments- HC asked how the PPG members thought patients would like the idea of drop in appointments in a morning. – All seemed to like the idea, as it could improve access. There were a few questions- how many patients could be seen in a morning? How would the clinical staff pick out who they were seeing? Would it be at all 3 sites? – These will all be taken to the partners meeting for discussion. ● Deputy Chair? The Chair has been unable to attend the last few meetings due to personal reasons, the group decided to appoint a temporary Deputy Chair – KS, congratulations KS. ● Missed appointments (DNA) – could we put on the TV's how much each missed appointment costs the practice like the Hospitals do? – Practice will look into this

Next meeting: Friday 17th May 13:30 -15:00