**Minutes of the PPG meeting held on February 4th at Park View Surgery Milnthorpe at 2pm.**

1. **Present**

Sue Evans (Chair), Emma Turner (Practice Administrator), Sue Cox (Secretary), George Heaton, Bill Kitchen. **Apologies** Brenda Lynton-Escreet

1. **Membership**

Several patients have joined a virtual PPG group, consenting to be asked occasional questions about the practice via e-mail. Emma will maintain their contact list and communicate with them regarding questionnaires, and to advise when minutes have been uploaded to the website. If they choose to attend meetings they will be added to the patient group contact list maintained by the secretary.

1. **Action Plan**
   1. Both surgeries now have respect barriers fitted.
   2. The updated practice leaflet is now available at both sites and online.
   3. The latest newsletter is available on the website in in practice. Patients may subscribe to automatically receive the newsletter via a link at the foot of the website homepage. PPG members are encouraged to do so.
   4. The patient questionnaire results have been collated, summarised and shared at the meeting. Most respondents seem happy with the service they get from the surgeries. GP triage was discussed as the group commented favourably about access to appointments at Park View but family members have experienced problems at other surgeries being unable to get through on the phone until late morning. More info on the scheme including case studies and research onimpact on patient satisfaction and practice life can be found on the following websites <http://www.patient-access.org.uk/> and <http://www.productiveprimarycare.co.uk/doctor-first.aspx>
   5. A PPG action plan needs to be drawn up in response to the questionnaire results, to be published by the end March. PPG members are asked submit items for this no later than the need of February. **(Action – PPG, 28th February)**
2. **N.A.P.P (National Association for Patient Participation)**

George would like to continue our membership of this group, as their newsletter contained useful information. It was agreed to continue for another 12 months at a cost of £40, for review next year.

1. **Other Business**
   1. The CCG has commissioned a survey of practices focusing on patient access and urgent care. It will include practice data on telephony, consultation rates, appointments and DNA’s. This will provide valuable feedback and will enable evidence based improvement planning as appropriate.
   2. Care.data leaflets are going out to all households soon. Anyone who didn’t want their data sharing outside the practice should inform the practice ASAP to have their details safeguarded.
   3. Dr Irving is going on sabbatical between April and September. Dr David Morris will be picking up her caseload during that time.
   4. George asked for information on CHOC. This will be an agenda item at the next meeting.

**Next Meetings**

**Wednesday 2nd April, 2pm Park View Surgery, Milnthorpe**

**Tuesday 3rd June, 2pm Park View Surgery, Milnthorpe**

The meeting closed at 3:30pm.