**Minutes of the meeting of the Patient Participation Group, Marton Medical Practice, Blackpool**

**Wednesday 19th July 2017**

**Present:** Eileen, (Chair), Marie (Practice Manager),

**Agenda**

1. **Welcome**. EB opened the meeting and MC apologised for the cancelled meeting in May when the Practice was under a lot of pressure following the cyber-attack on the NHS.
2. **Minutes of last meeting 15th March 2017.** The minutes were accepted.
3. **Cyber-attack** MC discussed the cyberattack on the NHS and the enormous impact on the Practice in particular. MC provided assurances regarding security of data (patient information) and although all systems were not yet fully restored the Practice was functioning normally as far as patients were concerned.
4. **Nursing Team** MC discussed the changes in the nursing team since November 2016 and February 2017 and provided assurances that the nursing team would be back at full complement by September 2017. It has been a difficult few months however, the structure within the team has been improved with clear leadership from a new Advanced Nurse Practitioner and a new Senior Practice Nurse who were both prescribers.
5. **Patient Survey 2017.** MC discussed the changes in the requirements for the patient survey from April 2017. In light of the reduction in formality of the survey MC suggested that a more targeted survey on a specific group of patients may be the way forward and would provide a better understanding of the needs/wants of targeted groups. The group discussed the proposal and agreed a targeted survey of elderly patients for this year. MC will bring question examples to the next meeting.

**Next Meeting: Wednesday 15th November 2017 at 10.30 a.m. in Meeting Room 2**