**Minutes of the Patient Participation Group meeting**

**Held on 15th of August 2018**

**Present:** Practice Manager Jo Lees, Marilyn Thompson, Martin Wellock, Karen Kelland, John Midgley, Kath Nash, Kenneth Hall, Harold Hull

**Apologies:**

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| **Item** | **Description** | **Action** |
| 1 | **Minutes** of the previous meeting passed as a true record. |  |
| 2 | **Matters Arising not otherwise on the agenda**: Normally discuss number of DNA’s each month and % of replies for F&F2 members of the PPG have moved out of the area so need to be taken off the email. | **JL** |
| 3 | **Patient Feedback:**1. No feedback form received this month. Patients continue to put prescription requests in on both script request forms and Patient feedback forms.
2. Friends and Family response was 95% positive from a survey of 380.
3. MORI survey results, we rank 6th in HMR, comparison to last year we have dropped 1 place. Comparison to MVP we are similar, they did better on phone access. They also had a larger percentage return of the forms. When we are notified the survey is due to be run again we will send a text message to encourage patients to complete and return.
 | **JL** |
| 4 | **Practice update**DNA 188 for July.One Care-Co-ordinator has also started, will cover all aspects so can cover for most staff members for Holiday/sick leave.Looking to update the phone system, this will allow us to put specific messages on if a patient is on hold. We will have the facility to see if the lines are busy and put extra co-ordinators to answer calls.  | **JL** |
| 5 | **Health and Wellbeing**Discussion around flu vaccines and the different types this campaign. Jo asked if any of the PPG would be able to come in and speak with patients regarding on-line access to appointments, prescriptions and medical records. Dates will be discussed at the next meeting.MT mentioned there were problems with her husband’s on-line access. Jo will ask Rebecca to ring and sort it out.  | **JL** |
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| 6 | **Communications****Noticeboard:** To be maintained by the PPG members.**You said we did** – No discussion. |  |
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| 9 | **Focus Of The Month:**  Preparation for Holidays. At the beginning of September this will change for Flu vaccinations | **JL** |
| 10 | **Any Other Business:** Further supply of feedback forms needed | **JL** |
|  | **Date and time of next Meeting: Wednesday 19th of September at 6:30 p.m.****All Welcome** |  |