

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

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**Present** – V Cook (VC) (Chair), G Booth (GB) (Vice Chair), D Maltby (DM), J Cross (JC), H Robinson (HR), M Stillyards (MS), G Sykes (GS), M MacLean (MM)

C Sloan (CS) – Operations Manager

N Beck (NB) – Business Manager

Dr S Vinod (SV) – GP Partner

**Apologies** – D Houston (DH) (Secretary)

R Houston (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 SystemOne 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 5<sup>th</sup> 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's 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 21<sup>st</sup> 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