**Patient Participation Group Meeting**

**Minutes of the meeting held on: 06.12.2016**

**Present:**

Karen Hirst Practice Manager

Mrs PW PPG Representative

Mrs PM PPG Representative

Mr BS PPG Representative

**Minutes:**

Louise Ellison Office Manager

The meeting was opened by introducing our new member to the PPG. The PPG gave the new a member a brief description on the meetings they attend at health watch.

The PPG asked if handing out the updating patient details slips had made a difference to DNA figures. LE explained that this hasn’t made much difference but we now have a new DNA procedure in place to try and combat DNA rates.

**DNA Procedures**

LE explained to the PPG about the new DNA procedure we have put in place. This procedure was explained to them, outlining why we have put this in place and how we hope this will eventually teach the patients to cancel appointments if they are unable to attend. LE to send a copy of patient DNA information leaflet to PPG.

PPG asked for DNA figures per month for 2015 and 2016. LE agreed to sending this.

PPG asked if we had anything in place for the Accessible Information Standard. LE advised we have form for patients to fill out if they require any information to be given in a different format.

PPG asked if we could display less information on the notice boards as too much is displayed on there. As a patient you wouldn’t bother to read as too it’s busy with information. LE will ask PM to see if we can do anything regarding this.

PPG suggested changing the seating arrangement in the waiting room. As all the notice boards are behind you, which is another reason why patients won’t look at the information on there. LE to bring this to the PM attention and see if we can change this.

PPG asked why we no longer have children books and toys in the waiting room? This helps keep the children entertained whilst waiting for their appointment. LE to feed back to PPG at next meeting to see why they have been removed and if we can introduce this again.

PPG asked why the TV was not working to call patients in. LE explained the TV is too old to run the new software and the cost to rectify this would be in the Thousands. Until we know more about the new build it has been decided that we would not be update this at present.

Next meeting, to be arranged.