**Minutes of PPG Meeting – Monday 6th July 2015**

Present: Steph Celso, Clare Whitaker, Alan Tomkin, Shirley Holloway, Jackie Crewe, Marion Anderson, Dorothy Wagstaff and Graham Seve.

Apologies: Jane Sprackman

Minutes of last meeting: SH reported that some information on the last minutes were incorrect. SC will get these corrected. Otherwise minutes were agreed

**Welcome:**

SC introduced 2 new members to the group, CW and JC. They told the group a little bit about themselves.

**New Partner Appointment:**

SC advised the group that a new partner has been appointed (Dr Sam Creavin) and he will be starting with the Practice on September 1st 2015. His main working days will be Mondays and Thursdays. SC will ask Dr Creavin if he would pop into the next PPG meeting in September to introduce himself to the group.

**Carers Coffee Morning:**

SC reported that this had been a successful joint venture with the other practice and thanked CW & JC for their help. Both practices are keen to do another coffee morning later in the year. There will be more time to organise this and better advertise. Suggested that if could be held over lunchtime to enable young carers to come during lunchtime.

**PPG Name and Term of Reference:**

Discussion in the group about the PPG name, should it be kept as PPG or changed. It was felt that if looking on the website patients wouldn’t know what PPG meant or stood for, a suggestion was put forward to call the group Patient Voice, with a sub heading explaining this is the PPG. If was felt this was more friendly. Terms of Reference were given out to the group to read through, these seem to be a generic set of terms from when all practices were setting up PPG groups. It was suggested that perhaps the group revisited this and made them more specific to our group. It was discussed what the Aims and objective of the group could be and that perhaps members could either meet up or Brainstorm ideas via email. It was felt that the group was now at a point where they could move on and start thinking about how they can help the practice and gather other patient feedback. SC said that they had a large proportion of patient’s emails, and asked the group how they would feel if they had an email from the practice. It was felt that if a patient wasn’t interested in the correspondence then they would just delete it. The group discussed the possibility of a patient questionnaire to gather feedback about the practice, but members would have to construct the questionnaire and collect the feedback so as not to add more work for the practice.

**Recruiting New Members for the PPG:**

A question was raised from the PPG report asking what the group was doing to recruit members from different groups**,** a discussion was had around how we could recruit new members, It was suggested that we could approach the 6th Form colleges, as it would be a valuable experience for students who were considering medicine. SC to contact and SH to follow up.

**South Glos PPG Network**

Next meeting is on the 11th August 10am Corum Offices, Crown Way Warmley. If anyone is interested in attending please let me know and I will advise them. Minutes of their last meeting are being sent out with these minutes.

**AOB**

DNA figures – SH had asked what the DNA figures are like for the practice.

SC had produced DNA figures for June

GP Appointments

Available Appointments 1123 – 46 DNA’s – this amounts to 7hrs of GP time

Treatment Room Appointments

Available Appointments 1030 - 42 DNA’s – this amounts to 7hrs of Nurse time, 2.5 hrs of HCA time and 30mins of Phlebotomy time.

It was discussed that perhaps we could display the DNA’s and the amount of time that was lost due to DNA’s on the website, in the newsletter and in the Practice.

**Date of Next Meeting**

Monday 28th September – 5pm in the Health Educational room at the Health Centre.