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| **PPG Meeting** |

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| **Date** | **Time** | **Location** |
| 07/02/2018 | 12:30-13:30pm | Dunrobin Street Medical Centre |

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| **In attendance** | Janis Johnson, Shelley Brooker, Mary Snape, Diane Thompson, Patricia & Stuart Green, Peter Capper and Amanda Hulme, Ross Harrison. |
| **Guests** |  |
| **Apologies** | Bev Thomas, Rita & Geoff Cotton, Ernest Hulme, Susan Copestake, |

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| **No** | **Agenda item** | **Actions** |
| 1 | Minutes of last meeting agreed  All read and agreed |  |
| 2 | GP Q&A Dr Chand  Dr Chand announced his retirement at the end of March 2018.  Asked regarding follow up appointments at the hospital. | Advised the patient to chase up if no joy always speak to Mandy the secretary and she would to this for the patient. |
| 3 | PPG Notice Board  This is located in the corridor and do not think best position for it for patients to see. | Maybe look at relocating this in the waiting room. |
| 4 | MJOG  The text messaging system to patients seems to be working very well at the moment on a free month trial but hopefully it will be something we will keep. | This saves time for staff ringing patients for routine checks and also hopefully will reduce the DNAs as the patient receive text messages. We will go live with this in September ready for the flu season when messages will go out. |
| 5 | Supporting Change In General Practice Team (SCGPT)  Ross discussed this and gave the feedback overall very good for the practice.  Ross discussed DNA s and changing the wording on the call in screen but everyone felt this would make any difference whatsoever. | Recommendations made for perhaps an extra phone line.  Ross discussed the 5 year plan regards staff retiring etc.  Dr Chand at this point will not be replaced but see how it goes and he will be hopefully doing locum for us.  Our GPs will be doing more clinics. We may in the future get an advanced Nurse Practitioner. |
| 6 | Apprentice Scheme  We are hopefully going to employ 2 new members of staff on an Apprentice scheme through SOT college for admin work. They will have 4 days in surgery and 1 day at college have to keep for 12 months then see how it goes. |  |
| 7 | Dr Chand future  Dr Chand will be retiring from the end of March 2018 hopefully will do locum work for us. |  |
| 8 | Porch  The porch hopefully will be finished for Easter time. Ready for winter. |  |
| 9 | Social Prescribing Event  Shelley & Janis will be attending this event and give feedback at the next meeting. |  |
| 10 | Talk for the next meeting?  Shelley is going to let us know regards which service to give the PPG a talk. | Shelley to let Ross know and we will sort this. |
| 11 | Ask NHS app  Ross discussed this new app free to download on phone and it’s a virtual nurse. Advices to ring 111 if needed but can also give useful addresses and contacts if needed. |  |
| 12 | AOB  The state of the health service was discussed in general.  Privacy at reception  Ross to organise a PPG newsletter perhaps twice a year summer and winter. | Staff make patients aware of the privacy cards on the front desk and to use if needed. |
| 13 | PPG Meeting Date  9th May 2018 |  |