**ST. THOMAS ROAD SURGERY**

**PATIENT PARTICIPATION GROUP**

**MINUTES**

**Thursday 30th March 2017**

1. Present: Ella Brownridge, Practice Manager, Sarah Roberts, Practice Nurse.

Jan Power, Chairman, Christine Gill, Secretary, Margaret Roberts, Tony Lumb, Janice Cameron and Richard Taylor

1. Apologies: Graham Isherwood

**3** The Minutes of the previous meeting were approved.

1. Patient Online Services is getting more popular. The percentage of patients using the system has risen from 2% to 10.8%.
2. Call in Screen. Ella informed us the speakers were on full volume in the waiting room but some patients are still having problems hearing. Ella will have a look again.
3. Waiting room barrier. This is being monitored for the time being. No further incidents have been reported.
4. Photograph prints for the corridors. Ella showed us a selection of photographs. We were asked if we had any which could be used. Tow had already been made into prints and looked very good. The total number the practice hope to display will be around 12.
5. Draft Newsletter. We were shown a draft newsletter and were very impressed with it. It had lots of information in it.
6. Medicines Waste talk. Sara King from the Medicines Waste Optimisation team at Wakefield CCG gave an interesting and informative talk on this subject.
7. Feedback from Network PPG Meeting. Jan informed the group that referral should be made electronically at the surgery and when patients leave they should either have an appointment booked or the paperwork to book the appointment at a later date. Pontefract Urgent Care will be open 24hrs a day and seven days a week. This is run by GP’s and specialist nurses. It is also hoped that practices will have access to pharmacists and physiotherapists.

**4**  Friends & Family Update – no responses received since last meeting.

Date of next meeting 6th July 2017 (changed from 29th June)