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| **PPG Meeting** | | | |
| **Date:** | **Thursday 17th May 2018** | **Location:** | **Training Room** |
| **Present:** | Karen Andrew | | Operational Lead |
| Sarah Flynn | | Branch Manager |
| Gloria Twidal | | Office Supervisor |
| Lindsay McDonald | | Secretary |
| Michael Dinsdale | | Patient |
| Joan Heslop | | Patient |
| Lynn Hardman | | Patient |
| Peter Hardman | | Patient |
| Dorothy Chapman | | Patient |
| Wendy Jeffery | | Patient |
| John Coats | | Patient |
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| **Apologies:** | **Timothy Mason** | | **Patient** |
| **Tabitha Koroma** | | **Patient** |
| **Elaine Malone** | | **Patient** |
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**Agenda:-**

1. New member of reception - Jade Broderick
2. New Chairperson
3. New telephone message
4. Alzheimer’s Cupcake Day
5. PPG Terms of Reference

6. Any other business

**PPG group welcomes new member, Mr John Coats.**

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| **1** | **New member of reception - Jade Broderick** |
|  | JB started with practice last month – JB introduced self to all members present. |
| **2** | **New Chairperson** |
|  | TK current chairperson for PPG group but role due for renewal as six-month term. PH voted as new chairperson by all present. |
| **3** | **New telephone message** |
|  | Phone message on automated system has been altered to clearly differentiate between options for non-urgent appointments and on the day appointments as several patients have noticed previous message options were confusing. |
| **4** | **Alzheimer’s Cupcake Day** |
|  | Thursday 14th June is Alzheimer’s Society Cupcake Day. Practice holding bake sale between 10am and 4pm – all are welcome to donate/bake goods to be sold if they wish. |
| **5** | **PPG Terms of Reference** |
|  | Last meeting (5th April 2018) all members were given PPG Terms of Reference to review and provide any amendments. All present agree to maintain current Terms of Reference – to be reviewed again in 12 months. |
| **6** | **Any other business** |
|  | DC mentions new data protection GDPR and asks how it will affect patients. KA states will not directly affect patients but alters how practice process patient record requests to patients and solicitors/insurance companies etc. All requests can now be taken verbally (no longer require information requests in writing), must be processed within 30 days and cannot be passed over without patient photo ID being presented on collection.  Text system – awaiting install in practice and staff training to be provided. Allows the practice means to forward information to patients for service updates, health promotion campaigns, flu clinics etc.  GP Collaborative – James Alexander Family Practice is part of a GP Collaborative with other practices in the building and Haxby allowing for joint working. Currently working on proposals for services to be provided for practice use such as a home visiting service or in-house physiotherapist? DC mentions whether paediatric specialist may be of use?  JC verbal compliment to Kath Howlett regarding care he has received for diabetes and knowledge provided by staff member.  Minor Surgery – practice has expressed interest to the CCG but no extra practices are currently being taken on contract. |

Next meeting to be held – Thursday 5th July 2018 at 10am

Apologies – Karen Andrew