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| **PPG Meeting** |
| **Date:**  | **Thursday 4th May 2017** | **Location:** | **Training Room** |
| **Present:** | Karen Andrew | Operational Lead |
| Sarah Flynn | Branch Manager |
| Gloria Twidal | Office Supervisor |
| Lindsay McDonald | Secretary |
| David Birks | Patient |
| Timothy Mason | Patient |
| Lynn Hardman | Patient |
| Peter Hardman | Patient |
| **Apologies:** | Tabitha Koroma | Patient |
| Janet Mason | Patient |
| Dr Scot Richardson | GP Principal |
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 **Agenda:-**

1. **New Health Care Assistant**
2. **Interview Panel**
3. **Recruiting more PPG members**
4. **Electing a new Chairperson**
5. **Any other business**

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|  | **Discussion of minutes from the previous meeting (16th March)** |
|  | T Mason states that J Mason has decided to step down from the PPG due to personal circumstances.Practice leaflet – SR not present so all agree to defer until the next meeting.Radio Streaming – now active in the waiting room through radio on the front desk. Recent token box survey has shown an 88% patient satisfaction for music being played through the surgery.Recorded telephone message – this was discussed at our general staff meeting and agreed to be amended – awaiting SR to approve message before we can change. KA/SF to discuss with SR new telephone message.Token Box survey – we are updating question every four weeks and collating data to provide to patients as previous surveys have been positive. Current question has been active since 02/05/2017 and is ‘How satisfied are you with our repeat prescription ordering service?’Jayex TV – no action Business advertising – KA advises we are more likely only able to advertise healthcare based services JAFP 1st anniversary – we held staff meeting on 1st April 2017 to celebrate our practice and cake was provided to patients on the day if they wished. |
| **1** | **New Healthcare Assistant** |
|  | Practice advertised for a new HCA which was very popular and received 87 applicants and therefore was closed early due to high response. This was shortlisted to 5 people for interviews, 2 of which either cancelled or did not respond. 2 applicants were interviewed on 3rd May with a further applicant to be interviewed on the 5th May. |
| **2** | **Interview Panel** |
|  | Practice would like in the future for a patient representative to be present during interviews for new staff members. PPG members to contact KA if they are interested. |
| **3** | **Recruiting more PPG members** |
|  | Practice would like to recruit further members to the PPG group to allow for a wider demographic of our patient list. Currently we are advertising in reception through the notice board and Jayex screens, also through the website, and asking patients when appropriate, but still no response.Discuss if we could advertise through Facebook/Twitter as we have several patients which view our pages and maybe likely to notice this more? KA will update our pages. PPG members discuss updating poster and placing in a more noticeable location as notice board is far from main contact point (reception desk) – LM to update poster |
| **4** | **Electing a new Chairperson** |
|  | T Mason has held position of Chairperson for the last six months and place is due for renewal. T Koroma previously expressed interest but is unfortunately unable to attend today.To defer until next meeting so this can be discussed with T Koroma present. |
| **5** | **Any other business** |
|  | Staff members are taking part in the Alzheimer’s Society memory walk on the 10th September on behalf of James Alexander Family Practice and have a team donation page – hopefully will be able to display donation information in reception if patients wish to sponsor the practice. Information also to be passed to patients if they wish to take part in the walk themselves.Also practice will be holding Cupcake Day on behalf of Alzheimer’s Society on the 15th June. Staff members will be providing cakes and drinks for donations and patients are welcome to provide anything if they wish.LM has discussed with KA interest to hold an event on behalf of MIND – they hold an event called crafternoon which would allow patients & staff to take part in crafting. We can also hold tombola and refreshments. Hopefully to be held through the summer ?August. |

Next meeting – Thursday 15th June 2017 @ 10am – Alzheimer’s Society Cupcake Day held the same day