

**Patient Participation Group
Minutes of Meeting
21st March 2017
Tuxford Surgery**

Meeting Opened: 6.00 p.m.

Present:

Oliver Lord (Practice Manager)
Dr Neil Harris
Kath Hobart
Cath Connolly

Apologies for absence:

G. Nicholls R. Barnes B. Fretwell J. Moorhouse

Issues Arising From Previous Meetings:

1. *National Association of Patient Participation (NAPP)*

OJL reported that he has received the pack and once a new Chairperson has been elected, would pass the information on for action.

2. *Premises Improvement Plans*

OJL reported that the practice has not yet received any news and so cannot engage architects as yet.

New Matters Arising:

3. *Patient Group Committee*

In the light of the Chairman standing down it was agreed to highly publicise the next meeting and attract new members before electing officers. OJL commented that he would use systems available to publicise the group. It was also agreed to review the group's Constitution and Code of Conduct at that point.

Other Matters Arising:

4. *Staffing update:*

OJL reported that Nurse Vicky Brabham had left the practice and two new part-time nurses had joined. L. Watkinson and L. Rossi Both appointees bring a wealth and variety of experience with them from other practices and were willing and able to drive forward some of the positive changes to help the practice achieve its goals.

The appointment of a secretary to cover a maternity leave has also been made.

Changes in procedures:

OJL explained that following review, some aspects of the back office processes were undergoing change to ensure systems are robust. In addition there was some discussion of proactive recall systems which were under review.

AOB:

KH noticed that the website still had J. Simpson's contact details etc. OJL to action changes.
KH thanked surgery for their help with promoting Dial a Trip as many more people were using the service and she also informed the group that the Mine of Information were no longer fielding calls but these came directly through to Kath and her colleague, who were managing this themselves.

Meeting finished at 7.00p.m. - Next meeting: THURSDAY 25th May 2017 6.00p.m.

Don't forget any other suggestion for the Newsletter to morgan.davies@nhs.net