**Minutes of PPG Meeting Held Tuesday 1 May 2018**

**Present:** DF – Chair

NL – Vice Chair

BP (F) – Patient

BP (M) – Patient

JH – Practice Manager

**Apologies:** Dr S H - GP

CL – Patient

SW – Patient

1. **Minutes of last Meeting**

Minutes were accepted as a true record.

1. **Matters Arising**

None

1. **Practice News**

Staff - JH informed the group that the new receptionist had left and so she currently trying to recruit another receptionist. The Practice Nurse who is on maternity leave is returning to work this month.

New Phone System – JH informed the group about the new phone queuing system, and how the practice has had lots of positive feedback from patients. BP stated that he had heard some negative comments from a neighbour. JH stated the positive comments far outweighed the negative so far.

Newsletter – JH informed the group that she had sent a text to all patients (who we have a mobile for) to inform them there is a newsletter available online. JH is going to do this every three months.

1. **Feedback from Network**

A speaker from Age UK came to talk to the network about a project called digital inclusion, which aims to assist people over 40 to access services via the internet.

A counsellor came to talk about the community projects that are ongoing in the Burnley Wood Area.

The posters for promoting PPGs have been designed agreed and are ready for distribution.

A representative came to talk about Smoke Free Burnley and how Burnley has won an award for the work undertaken. There will be a special campaign run in October, alongside the normal stop smoking campaign to communicate the Smoke Free Burnley message.

GDPR – the PPG members who are members of the Burnley wide network will need to sign a consent form to still receive the information. DF passed the forms around.

The next meeting of the Network is 18th July 2018. DF is unable to attend.

1. **Practice Survey - Discussion**

Practice survey has been distributed and a number returned, JH will analyse in next week or so and will email group information for discussion.

1. **Any Other Business**

NL raised an issue regarding medications being put onto 28 days but this has not being communicated to patients. JH will find out the reason for this decision and get back to NL. JH will also devise a communication to be put on the practice website and on the right hand of prescriptions for patients.

DF mentioned the front door. JH explained she had contacted a number of decorators who did not get back to her. She has sourced a person to undertake the work but is waiting for a dry weekend, as it cannot be painted with patients coming in and out.

**Meetings**

4 September 2018 at 1.00 pm