**Minutes of PPG Meeting Held Tuesday 13 November 2018**

**Present:** DF – Chair

 NL – Vice Chair

BP – Patient

BH – Patient

 JH – Practice Manager

**Apologies:** BP – Patient

CL – Patient

SW – Patient

 FM – Patient

Dr H - GP

1. **Minutes of last Meeting**

Minutes were accepted as a true record.

1. **Matters Arising**

The 28 day supply came up again and NL informed the group that the CCG have said it is a practice decision to change and it is at their discretion whether patients remain on three months’ supply. JH to speak with Dr H, as this was not the message received by the practice.

DF brought up the issues she had been having with the PPI changes and how it was introduced. JH to feedback to Medicines Management.

1. **Practice News**

JH informed the group that the practice training has been scheduled for 27 November and 13 December. JH also explained this is a joint training session with Kiddrow and once complete the patient charter poster will be displayed in both practices waiting area.

JH informed the group she was leaving the practice at Christmas. JH also informed the PPG that a new manager has been appointed and she commences in post in January.

JH informed the PPG that the practice had been having trouble with teenagers on Friday evenings, and last Friday they have been banging on the windows and doors and have actually kick the back door so hard that it has come through. JH is currently in the process of getting some quotes, but a shutter is being fitted on Friday to protect the door in the future.

1. **Feedback from Network**

NL informed the group that due to it being half term the meeting was not well attended. NL also informed the meeting that a couple of the members have resigned from the network.

There was a presentation on cancer services and the developments and improvements that needed to be made moving forward.

The network was also given an update on the Burnley Group Practice merger and how it was going.

1. **Any Other Business**

JH asked if there was anything that the members thought they would like to get involved in. NL suggested a survey of the new phone system.

Names of PPG members to be put up in reception with a line stating if you wish to contact a member of the PPG you can do so by contacting the Practice Manager who will forward your details on.

1. **Next Meeting**

6 February 2019 at 1.30 pm