**PPG Meeting 28th June 2016**

**Minutes**

**Attending:**

Dr Rickards (Dr R) and 9 patient members including Chairman, Deputy Chairman, Secretary and Marketing lead.

**1 New members:**

 A new member was introduced to the group.

**2 Apologies:**

None received.

**3 Minutes of last Meeting:**

Minutes were approved with the following amendment noted:

One patient member to be added to apologies received. **AP: Secretary to amend.**

**4 Matters Arising:**

Matters arising from the Minutes carried forward into the main agenda items.

Annual Report and Terms of Reference to be circulated. **AP: Secretary to circulate.**

**5 Marketing**

Marketing update circulated. Matters arising:

New building: i) Signage required for patients signing in on-screen **AP: Dr R.**

ii)Additional signage required for car park. **AP: Dr R to raise with Council.**

iii) A bigger sign is required on the PPG notice board and we need to start posting things on it. **AP: Patient members to pursue**.

iv) The external letterbox needs a signpost. **AP: Dr R**.

Website: i) News section to be used more to update on changes**. AP: Marketing lead happy to help and to link to Harrogate newsletter.**

ii) PPG page to include news terms of reference. **AP: Marketing lead to do.**

F&F Test:i) It would be useful to understand the verbatim comments. **AP: Operations manager to print them off.**

Online Services: i) Ensure that every patient gets an online form. **AP: Dr R.**

ii) Combine new/ online forms. **AP: Marketing lead happy to help.**

NAPP:i) How to make best use of our membership of the National Association for Patient Participation . **AP: C/fwd.**

AoB: i) Practise-led Facebook and Twitter. **AP: C/fwd.**

**6 Newsletter**

The content of the next newsletter was discussed. Highlight that we have been open for 6 months and also that 2 new Doctors are being recruited. **AP: Marketing lead.**

There was discussion around Connect Well, which needs help to market. **AP: C/fwd.**

**7 PAG Group**

No matters arising.

**8 Operation of Virtual Group**

**AP: C/fwd.**

**9 AoB**

Items for the next Agenda were discussed: NAPP; PAP; Social Prescribing; Twitter/ Facebook **AP: Secretary to add to Agenda.**

**10** **Date and time of next meeting:**

**Alwoodley Medical Centre on Thursday 28th September at 12.30pm.**