**PPG Meeting Thursday 23rd March 2017**

**Minutes**

**Attending:**

Dr Manchester (DrM); Dr Sutcliffe (DrS); Caroline Scholey (CS); Tracey Pickford (TP); Michelle Whittaker (MW); Keith Reynolds (KR); Liz Locke (LL); Hilary Rhodes (HR); Carol Stevens (CS); Carolyn Holroyde (CH); Dick Killington (DK); Christine Crowson (CC); Margot Clements (MC)

**1 Apologies:**

None received. A new member, Michelle Whittaker, was welcomed to the group

**2 Minutes of last Meeting:**

Minutes were approved.

**3 Matters Arising:**

i) The issue of appointment cancellations was discussed. No simple solution but options to be explored by the Practice.

**4 Outstanding Items:**

i) Action point to record face- to-face experiences carried forward.

ii) Action point regarding improvements to Reception area carried forward.

**5 Feedback from CQC Inspection**

Provisional report is good in all domains. It will be on the CQC website in May. The Practice is required to display the rating and this will also be on the website. Further discussion at the next meeting once the Report has been published.

**6 Action Plan**

There was discussion around items within the plan and agreement that the next meeting should focus on the remaining areas.

It was agreed that new patients would be given the online booking form and encouraged to use it.

**7 Newsletter**

This is in the process of being printed.

**8 Update from Jane Bradshaw**

C/fwd. Discussion arose regarding the potential of developing Caring Hands provision in the Practice area. A sub- group led by Carol Stevens to be set up to consider. **AP: CS to set up sub- group with initial members to include: Rachel Whittaker, Tracey Pickford, Hilary Rhodes, Margot Clements.**

**9 Discussion of points raised by or with doctors**

Dr Sutcliffe attended to discuss an anonomysed data research project that the Practice has been asked to be involved in. Dr S outlined the benefits, which are non- financial. PPG members were in full agreement that the Practice should be involved.

**10 PPG Finances**

C/fwd

**11 PAG Group**

PAGs are merging.

12 Caroline informed us that she will be leaving the Practice on April 28th and her replacement will be attending PPG meeting in future. The PPG would like to take this opportunity to wish Caroline best wishes for the future.

**13 Date and time of next meeting**

**Thursday 11th May 12.30 – 2.00 at AMC.**