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| **PPG Meeting** | | | |
| **Date:** | **Thursday 15th June 2017** | **Location:** | **Training Room** |
| **Present:** | Karen Andrew | | Operational Lead |
| Sarah Flynn | | Branch Manager |
| Gloria Twidal | | Office Supervisor |
| Lindsay McDonald | | Secretary |
| David Birks | | Patient |
| Timothy Mason | | Patient |
| Lynn Hardman | | Patient |
| Peter Hardman | | Patient |
| Joan Heslop | | Patient |
| **Apologies:** | Tabitha Koroma | | Patient |
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| Dr Scot Richardson | | GP Principal |
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**Agenda:-**

1. **New PPG Member**
2. **New Health Care Assistant**
3. **Patient Partner Voice Connect**
4. **Electing a new Chairperson**
5. **Any other business**

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|  | **Discussion of minutes from the previous meeting (4th May 2017)** |
|  | Practice Leaflet – SR absent from meeting so all agree to defer to next meeting  Interview Panel – TM expresses interest to take part in any future panels |
| **1** | **New PPG Member** |
|  | JH introduces herself as new member to PPG group – history of working for mental health units in catering and over 40 years with Dr Venugopal (previously merged practice). Recruited through advertisement on Facebook as felt would be interesting to take part. |
| **2** | **New Health Care Assistant** |
|  | New HCA Jackie Clark began at practice Tues 13/06/2017 and works Tues/Wed/Thurs (will be providing late night clinics on a Wednesday) |
| **3** | **Patient Partner Voice Connect** |
|  | Recorded telephone message is still waiting to be changed but Voice Connect has now been put in place in the practice. This allows patients to book, cancel and change appointments without having to speak to reception – unfortunately does not allow for ordering of prescriptions due to our clinical system EMIS. Voice Connect allows patients to either book the next available appointment or with a specified clinician. Friends & Family test has also been added to allow patients to complete. It records time saved by patients through using automated system and currently has saved around 20 hours. It only allows for 3 active appointments currently, though this can be altered if needed in the future.  TM has recently used to book appointment for 2 weeks’ time – discuss whether message should state only for non-urgent appointments. KA/SF will check and amend if needed. |
| **4** | **Electing a new Chairperson** |
|  | TK is not present and no other members have expressed interest – to defer until next meeting |
| **5** | **Any other business** |
|  | LH & PH discuss SR’s clinics with the practice. SR is generally our on-call GP when with the practice but does work Wednesday late nights and Tuesday AM |

Next Meeting – for 6 weeks’ time- Thursday 27th July 2017 at 10am

Apologies for next meeting – Karen Andrew, Gloria Twidal & David Birks