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| **PPG Meeting** |
| **Date:**  | **Thursday 22nd February 2018** | **Location:** | **Training Room** |
|  | Sarah Flynn  | Branch Manager |
| Gloria Twidal | Office Supervisor |
| Lindsay McDonald | Secretary  |
| Michael Dinsdale | Patient |
| Wendy Jeffery  | Patient |
| **Apologies:** | **Karen Andrew** | **Operational Lead** |
| **Joan Heslop** | **Patient** |
| **Tabitha Koroma** | **Patient** |
| **Timothy Mason** | **Patient** |
| **Lynn Hardman** | **Patient** |
| **Peter Hardman** | **Patient** |
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**Meeting Agenda:-**

1. New staff members
2. Nurse Practitioners
3. Any other business

GT informs all present two new patients have expressed interest to join group and will hopefully be present for the next meeting.

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| **1** | **New staff members**  |
|  | Practice have welcomed new receptionist to the team, Charlotte, who has started with us full-time two weeks prior. Practice will be interviewing for further part-time admin role next Tuesday (27th February). |
| **2** | **Nurse Practitioners**  |
|  | Practice has welcomed four new staff members Kerry, Alison, Michaela and Lisa (who starts with us in January). All have Clinical Practitioner roles within the practice. All assist with on-call practitioner to triage phone calls and sign-post to relevant clinician/place of care and all can prescribe.  |
| **3** | **Any other business** |
|  | 1. PPG members state some confusion with telephone system when contacting practice as patient partner system seems unclear
2. Complaints about reception staff in regards to attitude and triage process on telephones – GT and SF both inform members that staff are requested to ask nature of query with a patient to ensure the patient is signposted to relevant clinician or point of care e.g. MIU/chemist/A&E etc.
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**Next Meeting to be held** – Thursday 5th April 2018 at 10am