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| **PPG Meeting** |
| **Date:**  | Thursday 16th March 2017 | **Location:** | Training Room |
| **Present:** | Karen Andrew | Operational Lead  |
| Gloria Twidal | Office Supervisor |
| Lindsay McDonald | Secretary |
| Tabitha Koroma | Patient |
| Lynn Hardman | Patient |
| Peter Hardman | Patient |
| **Apologies:** | Sarah Flynn | Branch Supervisor |
| Timothy Mason | Patient |
| Janet Mason | Patient |
| David Birks | Patient |

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| **1** | **Practice Leaflet** |
|  | Dr Richardson is working on practice leaflet but has not yet updated – deferred until next meeting |
| **2** | **Radio Streaming** |
|  | Practice now purchased license to stream music in waiting room. Currently through small radio as issues with Jayex streaming – have been advised box is outdated and to purchase new one would cost £1300. KA is awaiting updates from Jayex as was told prior to purchase that system was up and running.Patients have provided positive feedback in regards to streaming – feel provides further privacy for patients when speaking with staff members at the desk. P Hardman noted music does sound slightly muffled but aware only small radio at present and practice are trying to improve stream. |
| **3** | **Recorded telephone message** |
|  | T Koroma mentioned she has heard message and when calling through day message states ‘if not urgent, please call after 10am’ regardless of time.Practice will look into this and see if this can be altered. ?played only until 10am. |
| **4** | **Token boxes** |
|  | Boxes have been active for around 6 weeks – current questions ‘Are patients happy with the service provided?’ LM will be changing question tomorrow (17-03-2017) and collating token data.Asked if patients have any ideas for future questions – L Hardman mentioned about information available in waiting room and patients views on this. |
| **5** | **Jayex/TV**  |
|  | Practice unable to provide live TV feed as not currently licensed. We have two screens in reception – one which is static and shows practice details/contact methods, the other which is rolling information. Information is provided through Jayex and practice can choose which to stream to patients. Group mentioned travel vaccine notifications and updating of contact details as important, which KA mentioned is already displayed on the static screen. |
| **6** | **Any other business** |
|  | L Hardman spoke with Claire during previous meeting regarding prescription request forms – has provided a few examples which may be helpful. Passed to KA who will forward to Claire. L Hardman also mentioned possibility of local businesses being able to advertise services through Jayex/Practice KA mentioned it is our practice’s first anniversary on the 1st April 2017. SR has mentioned possible celebrations but nothing confirmed as yet; he is hoping his grandfather could visit and photos to be taken as inspiration for practice. |

NEXT MEETING: arranged for Thursday 4th May 2017 – 10am