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| **Date/Time** | 27th June 2017 5pm | **Venue** | Priory View, Meeting room |
| **Attendees PVMC** | Helen Walker (HW), Sue Nelson, (SN),  |
| **Attendees PPG** | Brian Brock (BB), Bob Dickson (BD), Sheila O’Connor (SO), Brenda Archer (BA) |
| **Apologies** | Kevin Ashton, Yvonne Clark, Harry Shields, Angela Yeoman, Lillian Macfarlane, David Lunnun |

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| **Item** | **Agenda Item** | **Action By** | **Action Date** |
| 1 | **Introductions**HW opened the meeting with a brief introduction. HW previously worked in the private sector and is currently 3 months into her new role at Priory View as Practice Manager.Welcome Bob Dickson, new member of the PPG. Bob gave a run down of some of the groups he attends including currently a member of LGI vascular surgery group and has been a patient at PVMC for 44 years.Chris Bridle (CB) was visiting our PPG meeting from the Clinical Commissioning Group (CCG) and explained that his role is to engage with patient groups during the planning of new services. |  |  |
| 2 | **Terms of Reference**HW had circulated a suggested Terms of Reference before the meeting and briefly ran through the document. This should set the parameters of the group to provide clarity. If anyone would like to suggest any changes, please contact HW or suggest at the next meeting. It was generally agreed that this document reflected the purpose of our PPG up to this point in time.CB explained that the group should try to represent the diverse needs of the practice which is a challenge to PPGs throughout the service. It was agreed to reflect further on this in future meetings and have as a standard agenda point. The group discussed ideas to attract new members and get diverse feedback:* Being asked directly is a good method of attracting new members and understanding what is involved
* Liaising with other groups in the community and voluntary sector
* Linking with Hospital patient groups
* Speaking to patients in the practice for feedback and requesting survey responses to the National GP Survey.
* SMS Texting to patients
* Considering groups with little or no access to IT, internet and mobiles

CB also ran through some ideas from other PPG’s and shared with the group, a few are listed below:* Gaining patient feedback before implementing a service change
* Assisting practice directing patients during flu vaccinations
* Capturing patient feedback whilst patients wait in the practice
* Providing assistant to patients on how to book online
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| 3 | **Preventing Do Not Attends**HW advised that the Practice had high number of patients that do not attend appointments and wanted the groups thoughts on how this could be prevented.SN explained the system for contacting and talking to patients with a history of not attending which considered their circumstances before making any firm decision to take them off the practice records if attendance became a regular problem.**Action**: HW to investigate the SMS text that confirms appointments and the clarity of the wording to ensure direction on how to cancel is as clear and as simple as possible. **Sep 17 This will be shared in the meeting in November.** | HW | Before next Mtg |
| 4 | **Changes in Team**HW explained a number of changes with GPs. The final change will be the commencement of Dr Tonse on 3rd July and this will provide a consistent team of GPs moving forward to support patients.The hub (the provision of appointments within Priory View Medical Centre for five other practices in the area) has been extended by an hour on weekday evenings, as follows:7 – 8am and 6 – 7pm weekdays8 – 2pm weekends |  |  |
| 5 | **Contraceptive Clinic**SN explained that with the arrival of new GPs to the Practice, the skills and experience of the new GPs has enabled the Practice to start a Contraceptive Clinic providing coil and implant service that was previously only available to our patients by sending them to Armley Moore. This new service will provide improved service and reduced waiting times for our patients. |  |  |
| 6 | **AOB****Action:** HW is looking at fixing the TV in the downstairs waiting room. HW will also look at installing a further TV on the middle floor (funds permitting) **Sep 17 – Quotations have been received to replace the TVs in both downstairs and upstairs waiting areas. The company that maintains them is no longer operating in our area.****Action**: HW to get Disabled Bay marked clearly and ask drivers/deliveries not to park in this bay **Sep 17 – This was completed**BD mentioned Thornton Medical Centre having close relationship with New Wortley Community Centre and the services that could be offered to patients to utilise community activities.SO offered assistance to patient groups who may be interested to know more about genetics and the correlation with cancer.Various leaflets were provide to the group by CB. **Action**: HW will forward leaflets to absent PPG members. **Sep 17 – will be distributed to members attending in Nov.****Action**: HW to ensure that Chronic condition recalls is added to the next PPG agenda following request by BD **Sep 17 - Completed** | HWHWHWHW | On approval of fundingBy next MtgImmedBy next mtg |
| 7 | **Next Meeting agreed:**Agreed to alternate the day each quarter to enable as many PPG members to attend as possible.Wednesday 27th September at 5pm |  |  |