**PPG Full Group Meeting 29th JAN 2019 3:30pm -5:00pm**

Present: Sam (Chair) Vanda (until 4.30), Hilda, Jan, Marjorie, Elaine, Jacquie

Apologies: Tim

Matters Arising – re. Receptionist no further action needed when a long term condition.

From AOB - Evergreen app’ codes - the PPG were due to pilot this but the codes have not been issued. The Practice is reluctant to promote this as at present, as it requires a separate registration, which may be confusing and detract from full patient take up of the SystmOne patient online service. It was decided to defer any pilot in the knowledge that the NHS mobile phone app will be launched in 2019.

1. Feedback on analysis of In - House Patient Survey

Looked at the findings, overall very good satisfaction with the services, the building and the access to appointments. However, awareness of the PPG and the noticeboard was very low in this sample.

This led to a long discussion on the purpose and validity of the group and the lack of visible promotion in the Practice, including the siting of the notice board, which would be more visible on the wall under the TV advertising screen. This was not favoured by the Practice. Could use printed materials or folders.

Jacquie questioned whether they need a PPG in this format - they could use ‘focus groups’ on specific topics e.g. Diabetes.

Some of the comments were misinformed - there is Podiatry available, self-refer physio at the Shipley hub. Anti-glare coating applied to downstairs windows.

2. Practice News: the Assistant Practice Manager has left, prompting restructuring. Jacquie moving sideways to be the Business Manager. The new Practice Manager, John Bromley, to start in February. GPs continue to support the PPG. However due to the demands on their time, they may be unable to attend all the PPG meetings in future.

3. Signposting - updated re DIVA. Reception staff have had training in signposting, but not signed up for Care Navigation.

4. Updated Access Plan - there was danger of funding for one Practice

Nurse to be removed but this has been avoided.

Sam feedback from BB Liaison PPGs - undertaking a School Survey across the patch, have asked for Salts and Baildon MP to be included. Asked Jacquie for stats on how the Hub is being accessed by our patients, she said would get them for next meeting in June.

Friends Link Up - Hilda fedback on her efforts to promote the group, letter to surrounding bungalows of Comm’ Link, knocked on doors. Some Signposting by GPs at Cliffe Ave, would like our GPs and nurses to promote the group. Jacquie said may have to link it to Hale.

AOB Jan going to speak to someone about a Men’s Group, will report back.

Sam to arrange Patients Only meeting at Vanda’s via email to discuss our feelings re way forward.

Next Meeting: 4th June 2019 3:30-5:00pm at the Practice

G Sam Samociuk

Chair of PPG