**Minutes of the Patient Participation Group (PPG) meeting held on Tuesday 11 April 2017 at 2.00pm**

**Present:**

Cathy Jones (Chair)

Ann Bennett

Ian Bennett

Pat Riley

Margaret Adams

Lovemore Kamuzingeni

**Apologies**

Judith Davies

**Action**

**CJ**

**CJ**

**PPG**

**CJ**

**CJ**

1. **Matters arising**
2. **Minutes of the last meeting**

The minutes of the last meeting held on 7 March 2017 were agreed as a correct record.

1. **Feedback from PPG members discussion**

PPG members had discussed and revised the PPG Constitution and discussed with CJ. CJ agreed to update the document and recirculate to all.

1. **Matters arising**

Adult Hearing loss services

Post meeting note: event organised for Tuesday 25th April at 1.30pm, was unfortunately cancelled by the organisers at short notice due to contract changes.

Triage system changes – discussion took place on the changes to the triage system, with times limited to between 8am and 11.00am and 2.30pm – 4.30pm. This would be fully operational at the end of the month. PPG members confirmed that they would be willing to help out with promoting information about the new system if required.

PPG membership: CJ to clarify ideas for a PPG survey/information to discuss with patients to arrange in due course.

Patient Partner system – no reported problems with this system; it appeared to be working well.

IB queried why the TV screen in the Waiting Room was still required and why it had a ‘blue screen.’ CJ explained that this TV was under contract for a few more months so had to be left on as advertisers were paying for this service. They were aware that it had been intermittently faulty and had attempted to rectify this.

1. **Practice Update**

**Action**

Hub

CJ confirmed that the Derby City South Place (a new configuration of local practices) had now established a Hub based at Hollybrook Medical Centre (Littleover) providing on the day appointments for the 9 practices in the Place. This was a pilot project funded by NHS England looking at innovative ways of improving access.

New part-time Practice Nurse

Danielle Barron had started with us on 3rd April.

1. **Place Launch Event**

CJ informed the PPG of an event to formally launch Derby City South Place to be held on Weds 26th April at Littleover Lodge. Ian and Margaret agreed to attend on behalf of the PPG. CJ and other reps from the practice would also be present.

1. **Potential new members**

Georgina-May (Georgie) Goss, Raymond (Sandy) Shipman and Hannah Edwards joined the meeting as potential new members. The group welcomed them and discussed the role of the PPG and answered any questions they had. At the end of the meeting they all confirmed they would like to join the group, which was unanimously supported by all.

Post meeting note: Sandy Shipman has since withdrawn from the group as he has now relocated to Devon.

1. **Any other business**

No other items to discuss.

**7. Date and time of next meeting**

Tuesday 13 June 2017, 2.30pm. CJ to attend later in the meeting when requested.

CJ/PPG/Meetings/PPG/2017/Meetings/11.04.17.docx/13.06.17