

PATIENT PARTICIPATION GROUP

MEETING – 13th JULY 2017

In attendance: Geoffrey Johnson (Chairman), Michael May, Maria Ditch, David Green, Gillian Dart, Chris Jones (Practice Manager)

Apologies: Malcolm Needham, Carole Meahan

1. **Welcome & Apologies** – The meeting was opened by the chairman and apologies given.
2. **Previous Minutes** – Gillian Dart read and approved the minutes from the previous meeting on 23 March 2017.
3. **CQC report** – the chairman had fully read the report and informed the practice manager that the report should be displayed in the reception.

The practice manager (PM) informed the chairman that the report was displayed along with all the good press reports that had been published.

4. **Feedback from PPG Network** – the chairman advised the group that there was no feedback from the PPG Network as at the last meeting there were only 2 attendees. They did have a discussion around what should be done with the Network and this will be discussed further at the next meeting (14/7/17) . These meetings are now being run by Healthwatch. (See attached Agenda)
5. **Any Other Business** – the PM advised the group of several matters:-
 - a) The chairman had asked the PM to try and get some figures together around the current DNA's. This was done and was handed to everyone in the meeting for their perusal. The results did show quite a significant drop in DNA's since the introduction of the texting service.
 - b) The PM also advised the group about the push to get people to sign up online in order to book appointments and order prescriptions online. There is an active campaign going on at the moment countrywide for increase the amount of people using online services.
 - c) The PM advised the group that a patient had contacted the Parliamentary Ombudsmen because full access to his records had been stopped. It was explained to them that the response we had around this was that we are not contractually obliged to allow full access to the records.

The PM had spoken to Ombudsmen about this and is checking the online policy of the clinic and would get back to them.

They had looked into this and it is at the discretion of the surgery whether a patient can have full access to their records or not

The meeting was closed and the date of the next meeting will be

12th October 17 @ 1.00 p.m.