**PRACTICE PARTICIPATION MEETING MINUTES**

**Monday 2nd October 2017**

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| **Name**  | **Initials** | **Attended** | **Apology** |
| Gill Wright (PM) | GW | BD21301_ |  |
| Eileen Day (Reception/Admin) | ED | BD21301_ |  |
| Brenda Bartlett (Patient) | BB |  | BD21301_ |
| Rebecca Clark (Patient) - Chair | RC | BD21301_ |  |
| Stella O’Brien (Patient) - Second | SO |  | BD21301_ |
| Roger Sweet (Patient)  | RS |  | BD21301_ |
| Zena-Marie Sherman (Patient) - Secretary | ZS |   | BD21301_ |
| Lara Akpojiyovwi (Patient) | LA |  | BD21301_ |
| Judith Bryan (Patient) | JB |  |  BD21301_ |
| Dr Kate Love (Patient) | KL |  | BD21301_ |
| Paul Flaherty (Patient) | PF |  | BD21301_ |
| Deirdre Beecher (Patient) | DB |  | BD21301_ |
| David Smith (Patient) | DS | BD21301_ |  |
| Ian Parkin (Patient) | IP | BD21301_ |  |

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| **No.** | **Item** |
| **1** |  **Welcome & Apologies*** As noted above
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| **2** | Minutes of the last meeting agreed as accurate. Copies emailed and given to group. |
| **3** | No actions from last meeting |
| **4** | **Clinical Research Presentation and Talk*** Rebecca Davies – Assistant Clinical Research Nurse came to give a presentation and talk to the group about NHS Research and the Clinical Research Network Studies and get feedback from our members. She said it was really helpful to hear the members’ views on research and she will be feeding back to her team that it may be helpful for us to do more to make patients and practices aware that they can opt out of being invited to participate in research.
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| **5** |  **New Telephone System*** GW asked the group how they found the new telephone system. RC was not in favour of the new message as she felt it made us sound to corporate and less friendly than we used to be. IP stated that he was happy with the progress and that online booking etc made life a lot easier for him as he travels a great deal for work.
* The group was informed that all calls are now recorded which is useful for training purposes and helps with abusive and rude patients. RC and IP hadn’t noticed this information on the welcome message
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| **6** | **Staff Update**GW told the group that Dr Lili Topham would be going on maternity leave in January 2018 and would be taking 1 year off.Dr Mistry is back helping out on a Monday all day and a Tuesday AM until January 2018 when he will be taking up a post at the hospital. |
| **6** |  **NAPP**  GW printed the latest NAPP bulletin and was given to PPG members.  The E-bulletin for September was distributed to the group. All previous bulletins can  be found at the following website: [http://www.napp.org.uk/latestebulletins.html](https://web.nhs.net/OWA/redir.aspx?SURL=m8Ij5U_sYu9dgwHns61yifMLMfwjO3A3UdFYBnki3inh4BOajjrSCGgAdAB0AHAAOgAvAC8AdwB3AHcALgBuAGEAcABwAC4AbwByAGcALgB1AGsALwBsAGEAdABlAHMAdABlAGIAdQBsAGwAZQB0AGkAbgBzAC4AaAB0AG0AbAA.&URL=http%3a%2f%2fwww.napp.org.uk%2flatestebulletins.html) |
| **7** | * **Patient feedback**
* **FFT in July = responses; 86 extremely likely; 20 likely; 3 neither likely or unlikely, 3 Unlikely, 4 extremely unlikely, 1 Don’t know**
* **FFT in August = responses; 80 extremely likely; 41 likely; 1 neither likely or unlikely, 4 extremely unlikely, 3 Unlikely, 2 don’t know**
* **FFT in Sept= responses; 64 extremely likely; 33 likely; 2 neither likely or unlikely, 2 extremely unlikely, 3 Unlikely, 2 don’t know**
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| **8** | **Commissioning Update**IP had attended the last Locality meeting on behalf of the practice**.** |
| **9** |  **Any other business** GW informed the group that the practice was now in full swing of giving flu jabs. All information at the reception with reminder flyers to take home. Days and times same as before.  |

**Proposed Date of next meeting:– Monday 4th December 2017**