**Patient Participation Group Meeting**

**21st March 2019 at Park Road**

**Present: FP,CH, IRS,AB, BR, JG**

**Apologies: DW, KH**

**Access plan update;**

**Active signposting- care navigation- measure extras only started in January. Staff satisfaction to do.**

**¾ audit cycle. 389 appointments 10% no reason.**

**GP s running an average 180mins late before signposting**

**NP 6mins, Nurses 30mins, protocols’ need tidying up**

**Partnership working**

**Physio , Community Matron, Care home services, social prescribing – not happened yet.**

**Some issue to roll over to next year.**

**GP contract- Network Ridge, Horton Bank Top, Horton Park & Parklands**

**Our own social prescriber- Bereavement Service- carers**

**Staff update;**

**GP vacancy filled Mohamed Mohamed just qualified- ENT specialist starts 15.4.19 doing 2 days 4 sessions.**

**Dr Parry becoming a partner replacing Dr Moncrieff.**

**Premises update;**

**Work is on target, car park nearly done, work to be completed by the middle of June.**

**Federation;**

**Nothing new to report.**

**Online consultations**

**CCG everyone has the option of a digital service, not up and running yet.**

**A.O.B**

**JG having a problem with online scripts.**

**AB health champions just ticking over**