**Patient Participation Group Meeting**

**Monday 9th January, Buttershaw Lane**

**Present: FP,IT,ABM,JG,CH,CD,JD,DW,MD,BR,AB,RA**

**Apologies: KH**

* **FP updated the meeting on the access plan; previous problems with District Nurse service have been resolved. Going forward FP is to meet the head of service.**

**Federation ?**

**Nurse rotas are now being done by Sam in liaison with IT and senior nurse.**

**We have been unable to replace GPs who have left, we are using Locums. We have a new pharmacist who is keen to do more hours, this enables the Drs to have more time.**

**Care planning going well.**

**We have 2 extra nurses.**

**Work to start on alterations at Buttershaw Lane making 8 clinical rooms by the end of March.**

**Central Survey a National survey, previously sent 400 out and only 40 replied and they were mostly complaints so didn’t give us a good result.**

* **Patient survey results were not available.**
* **Reception are fully staffed- 10 receptionists. Admin Team are also fully staffed, having recruited a new secretary.**

**Nursing staff also now have a full team.**

* **Work on Buttershaw Lane premises starts on Friday 13th January.**
* **Medical Students from Leeds University are looking for volunteers to practice on, IT to produce a register of patients he can contact when we have students. Most of PPG put their names forward for the register.**
* **AOB CQC are to revisit 18th January to confirm we have completed few issues that were raised at main inspection.**
* **PPG were invited to lunch 31.1.17 for CJ retiring, CH will send out invites nearer the time.**
* **AB raised a concern re script line time changing, IT explained the hour that has been dropped was quiet and tied up the line making it difficult for GPs to phone patients regarding visits.**
* **MD gave positive feedback re ordering online and also there was discussion about telephone consultations. Text messages for normal results.**
* **Next meeting 3rd April**