**RED LION PRACTICE PATIENT PARTICIPATION GROUP (PPG)**

**Meeting held on Tuesday 12 February 2019**

***M I N U T E S***

**Present: Dr T Berriman T Woodham (Chair) S Wright**

**R Gardner J Lycett J Baldwin M Harvey**

**Apologies:** None.

**1 Minutes of Previous Meeting:**

Accepted as being an accurate record.

**2 Matters Arising:**

The PPG Self-Assessment Tooldocument had been completed and forwarded but no acknowledgement received.

**3 Election of Group Chair:**

After discussion following the last meeting and clarification of the role, JB had agreed to accept the proposal from TW that she become group Chair. This was seconded by SW, agreed unanimously, and was to take effect from the April meeting.

TW thanked members for the all the support he had been given in undertaking the role

**4 Practice Update:**

**New Premises -** after visiting the Cannock premises identified at the last meeting, and following discussions with Cannock Chase Councll, plans for minor alterations had been drawn up and submitted for approval. Still at an early stage but there was optimism that the application would be successful. The Chadsmoor premises had not been discounted, however, should the need arise.

**Complaints/Compliments: -** no complaints, but several verbal compliments had been received.

**5 Hospital Services Update:**

**Patient Stories –** a group member praised the efficiency of services received during the Christmas period, and the speed of a necessary follow up hospital referral.

Communication difficultiesstill existed with the delayed receipt of information by the practice on the outcome of patients’ hospital appointments.This was thought to be system related and it was anticipated that an imminent computer programme update might help alleviate the problem.

**6 Meetings Feedback: Cannock Practices Network Patient Group / Cannock Chase District Patient Group / Primary Care Committee:**

Minutes had been received by various routes by some members, but not all, members. The distribution process was to be clarified outside the meeting. TW was to formally notify the change of group Chair, as appropriate.

**7 Dementia Action Alliance:**

RG was still to look into the three outstanding actions**.** SW was to receive a ‘Dementia Friends’ update and offer sessions to those expressing an interest.

**8 Any Other Business:**

Dr F had been elected chair of the CCG Members Board and Governing Body of the CCG, however the process was to be repeated due to some confusion over a verbal expression of interest not having been processed.

TW stepped down from his role as Chair and was thanked by all members for the work he had carried out since the group was formed. He was to continue to be a group member.

**9 Date of Next Meeting:**

**Tuesday 9 April 6.35pm at Red Lion Surgery**