**PPG**

**Minutes**

Date:- 28.2.2020

Attendees:- KH/DC/RC/DW/LR/AG Apologies:- TW/NP

Happy new year to everyone.

\*Action Points

|  |  |  |
| --- | --- | --- |
|  | **Item** | **Lead** |
| **1** | **Minutes of last meeting** |  |
|  | To be checked. |  |
| **2** | **Introductions** |  |
|  | Welcome to new participant Andrew Gilmour.  | KH |
| **3** | **Ground Rules**  |  |
|  | * Work together to deliver results as a group
* Provide constructive feedback on a range of issues
* Aim to improve the experience and care for the whole practice population
* Listen respectfully
* Maintain confidentiality
* Agree that all views are valid – difference of opinions will happen
* Treat all members equally as individuals
* Support each other
* Have fun

Keep to a time – start and finish on time |  |
| **4** | **LinkingLeeds** **–** Narinder unable to make due to weather. |  |
|  |  |  |
| **5**. | **Newsletter Feedback*** Did you like the last edition

Positive feedback given regarding the newsletter. * What would you like to see in the next edition?

Would like to see the following information on the next newsletter:* Explanation of signposting as the group didn’t know anything about it.
* NHS11 and Out of Hours information to be on the front of the newsletter.
* Online campaign to push numbers up.
 | KH |
|  |  |  |
| **6.** | **AOB**Overview of eConsult given by Dr Simon Hall.Update given regarding refurbishment of waiting area. Informed group that the TV screen in reception is now display messages. The group would like messages regarding Seacroft Hub / Opening Hours and NHS111 | SH |
|  | Next meeting – 17.4.2020 |  |