**PATIENT PARTICIPATION GROUP**

**FRIDAY 5.5.17**

**PRESENT**

June Barrett (Practice Manager), Kelly Maxwell (Admin Assistant),

Trish Campbell (Secretary), Brian Todd, Elaine Hartshorne, Glenys Whalley

**APOLOGIES**

Sue Elwood

Minutes of last meeting read

Matters arising :-

Book fund now at £745.00 – what are we going to do with it – buy a new clock for in the waiting area, more pictures for the waiting area, bookcase for the books – Elaine and Glenys are going to go and look for pictures.

Brian said nothing had come through yet from CCG re the minor ailments/conditions questionnaire.

Brian said the council are still refusing to let people with class 3 (the biggest) motorised scooters park them in the bus station

Brian said they had not heard regarding the meetings re sustainability and transformation as yet.

Brian and Elaine both said to pass on their commendation of James who is polite and helpful. June said she would pass this on to him. June told the meeting that Denise has decided the job wasn’t right for her and has left and James has been given full time hours.

June is looking at soft floor covering for nurse room A. The curtains in the clinical rooms have been changed from fabric ones.

June has got another quote for a new surgery sign for outside the building.

Patient on-line access – we have project managers in to try and promote on line access to increase the number of patients using this. Brian said he had tried to log on to use on line access but is didn’t work. June said she would take him to speak to one of the project managers who were in to go through it with him and see if this could be rectified.

Connect – the cards regarding the Connect system currently say ‘East Lancs CCG’. There are more being printed stating ‘BwD CCG’ and these will replace the current cards we have on the reception counter.

**Any other business**

June informed the meeting we are getting new uniforms and when these have arrived we will be having staff photographs taken to go up on the PPG board in the waiting room.

Brian asked if we could get signs on the walls next to the doors in the waiting room indicating which door leads to which room number/letter – ie Nurses consulting rooms A and B and Doctors consulting rooms 1-6 and Treatment room/multipurpose room 7. June is looking into getting quotes for these as well as new signs in the Doctors’ corridor with the new GPs names on them.

Next meeting 7 July at 11 am.