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| **Date** | Wednesday 4 March 2020 |
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| **Attendees** | **Patients –** Dodo Rawlings, June Weller, Alan Bunn |
|  | **Operations Manager:** - Paula Cooke |
| **Apologies** | **Patients –**Helen Thomas, Jemma Wilson, Helen Baldwin, Gill Chapman, Lesley Hemingway  **Senior Administrator**: - Cheryl Morrison  **Administrator**:- Mike Goodfield  **Absent**- James Henderson, Derry and Theresa Grumbridge |

**Previous Minutes**

* Minutes of 8 January agreed
* 2 new members had confirmed – unfortunately illness has presented both coming- to be invited to next meeting

**Matters Arising**

* Couch purchased and due for delivery on 6 March 2020

**Practice Update-PC**

**Coronavirus Outbreak**

* All agreed it is a rapidly changing situation
* PC reiterated that the Practice will follow local Government guidelines
* Practice has a robust plan should anyone at risk of catching the virus visits the Practice.
* Members welcomed the increased number of hygiene reminders in the Practice. PC reported that the number of patients using hand sanitiser had increased noticeably.

**Staff Changes**

* Dr Miriam Mmadu and Dr Patrick Woodburn- GP Registrars for 1 year
* New Receptionist Sharon starts on Monday 30 March – will cover mainly afternoon shifts
* Existing Receptionist Helen – is moving to Admin Team

**WHP Update**

* Kingswood Surgery has declined to join the Partnership at the moment. Opportunities at later date.
* Will proceed with 5 members- Merchiston, Old Town, Priory Road, Lawns and Hawthorne Surgeries. Provisional merger date of 1 June 2020.
* Discussion on the importance of a representative attending the WHP Partnership PPG meetings – no rep. at last two meetings. Next meeting is Wednesday 21 April – 1pm at Priory Road Surgery - Lesley (by email), Dodo and June indicated they may be able to attend this meeting.
* Dr Sue Adams is the new Clinical Director for WHP – this does reduce her time for appointments.

**Group Consultations**

* Office Manager Wayne and Lead Nurse Denise attended a meeting today about offering group consultations for chronic disease sufferers- likely to be offered this year.
* Members agreed this would save a lot of time and patients would benefit from meeting with other pts in a similar situation

**Healthwatch PPG meetings**

* Discussed the usefulness of a representative attending the frequent Healthwatch Education meetings ( last minutes sent with this document)
* Alan has been unable to attend the last few meetings but feels they are beneficial and hopes to attend in future.
* Members to notify PC if interested.

PPG Plan for 2020

* With so few members attending it was agreed that this be on the agenda for next meeting
* Ideas for action so far include:
  + - * + A (summer?) raffle to raise funds for couches
        + Patient questionnaire of service provided to include effectiveness of communication from Practice
        + Virtual PPG?

**Member Feedback**

* Alan mentioned the possibility of a financial advisor known to him personally offering advice to pts on a commission (to the Practice) basis to raise funds.
* This was previously discussed with Hannah – Practice Manager and Partner and declined.
* Positive feedback for reception team – thanks and recognition for the important job they do sometimes in challenging situations.
* Very happy with the Blue Folder information – will think of ideas for further information to be included.
* Request to PC to write to James Henderson as long term non attender

**2020 Meeting Date: Wednesday 15 April**

**Wednesday 27 May**

**Wednesday 8 July**

**Wednesday 19 August**

**Wednesday 30 September**

**Wednesday 11 November**

**Wednesday 6 January 2021**

2020 WHP PPG Meetings:

Tuesday 21 April 1pm at Priory Road Surgery

Healthwatch Meetings: