

# **Orchard Medical Practice Patient Participation Group**

**Minutes of a meeting held on  
Monday 21<sup>st</sup> May 2018 at 6.30pm**

## **PRESENT:**

Keith - Chair  
Lawrence - Vice Chair  
Rebecca Tate - Practice Manager  
Jean  
Gloria  
Sue  
Christine  
Marion  
Anne  
Craig Dr W Freeman - GP

## **APOLOGIES:**

John R  
Ann  
Elizabeth  
Phil  
Ian  
Valerie  
Michael  
Sue

### **1 Opening Remarks**

1.1 The Chair welcomed everyone and members introduced themselves.

### **2 Appoint a Minute Taker**

2.1 No one volunteered to take minutes so the Practice Manager offered to take notes.

### **3 Apologies for Absence**

3.1 Recorded above.

## **4 Minutes of the Previous Meeting**

4.1 These were accepted as a true record and to be changed to confirmed.

## **5 Matters Arising**

### **5.1 Time out for SystemOnline to increase –**

A discussion as to whether the time-out of what is currently 30 days could be extended any longer before re-setting and checking passwords/identity with reception. RT reported this was unlikely but she would check.

**Action:** RT to look in to extended lock-out after 30 days could be extended.

### **5.2 Phone System Queuing**

For patients not on the internet to hear about updates to the practice for example updated opening hours, it was suggested by members to have this put on to the answerphone message advising of the service. RT informed the group the message needed updating anyway and this would be included

Action: RT to update the answerphone message

### **5.3 GDPR**

With the new rules in line with the General Data Protection Regulations which came in to effect on 25<sup>th</sup> May 2018 new consent forms will be given out to group members for their preferences. Privacy notices are already on the website.

## **6 Practice Manager's Report**

### **6.1 Summer Fayre**

It was agreed the most suitable date for the summer fayre would be Wednesday 15<sup>th</sup> August. If anyone had any tombola items this would be helpful to bring them in to reception.

Volunteers were also required both to see and promote the PPG Group

## **7 Diabetes and pre-diabetes Awareness Week 11<sup>th</sup> - 17<sup>th</sup> June**

7.1 Keith reminded everyone of the June dates for this event and advised that the local group of Diabetes UK had already committed to taking part and that he was in discussion with the Project Desmond team at the Community Hospital about their input. Volunteers were asked for the week.

**8 Any other business**

8.1 Leaflets were given out with regard to a PPG networking event on 5<sup>th</sup> June for members to meet other PPG members from other Groups

Date of Next Meeting: Wednesday 18<sup>th</sup> July 1.30 pm