


Working together effectively to enhance the health and wellbeing of our communities

MINUTES

PPG meeting

Meeting Date:	13 th March 2024	Meeting Time:	1900
Attendees:	PPG members plus Liz Richards PM, Dr Sarah Dowling, Peter Cook PPG chair		
Apologies:	Many		

	ITEM	ISSUE / STATUS / ACTION REQUIRED	Responsible	Due
1.	Introductions and Welcome	Liz Richards (LR) welcomed everyone. LR thanked everyone for attending.		
2.	Apologies	Many		
3.	Surgery update- LR	 PPG MEETING March 2024.pptx Points raised following update <ul style="list-style-type: none"> - At the next meeting could there be more information about the requires improvement of the CQC inspection to reassure patients - How long will the surgery wait for e-consult to update its patient platform? Ask the ICB to put pressure on e-consult to make the necessary changes - Is an outside company used for the website- yes, we will research a few companies that are specialised in GP websites and decide which one to go with. One PPG member happy to assist with this process. LR to contact. - Why are GPs part time. The workforce has changed and many GPs wish to have a varied career doing other roles that are plentiful with the ICB and other lead roles. Work life balance and also the intensity of the workload would mean that GPs would burn out if they were full time. We would wish our GPs to be more present through the week but these GPs are impossible to find. - Is the practice doing anything to assist with IT skills for patients. Yes we have had held 2 sessions for patients to have assistance to get onto the NHS app and e-consult. We plan to do more via chatty tables- see later in minutes for more details. 		

Quality, Helpful and Empathetic Attitude, Making it easier, Communication

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		<ul style="list-style-type: none"> - To assist with minutes – record the meeting on teams with everyone’s consent and do minutes from that. - A dashboard of some key metrics would be helpful to share at each PPG meeting. - Reassurance at each meeting that the practice are acting on their behalf. 		
4.	Update from Peter Cook- chair	<p>Terms of reference, ground rules and constitution had been circulated prior to the meeting. Agreement to adopt these.</p> <p>Note to change footer on the documents. Thank you for spotting this error.</p> <p>More notice for the date of the meeting would be helpful</p> <p>The PPG needs to move to be a patient led group rather than being led by the practice. 4 meetings a year- Peter will chair, Surgery will give an update, someone needed to take minutes although we could record on teams. A deputy chair would also be helpful.</p> <p>Some initiatives to take forward – chatty tables. This is an initiative we would like to start where by a corner of the waiting room is sectioned off and there is a PPG member with our social prescriber to provide info and company to patients that may be lonely and also to use the opportunity to get people online and using the NHS app.</p> <p>We don’t want any volunteering to be onerous for anyone so if it is an adhoc amount of time someone can offer or for a particular piece of work or something more regular – all of these options are fine.</p> <p>Thank you to everyone that has volunteered to help with the website and chatty tables – I will be in touch and also with others that have offered other skills.</p> <p>If you would like to volunteer please email Peter at peter@pc-squared.co.uk.</p>		
5.	AOB			
	Date / time of next meeting	June 19 th 2024 at 7pm via Microsoft teams		