



PATIENT PARTICIPATION GROUP AGM MINUTES

Meeting Date: Monday 5th February 2024

Attendees:

Practice Representatives:

Faith Woodcock
 Kirstie Hornsey
 Sue Scorer

PPG Members:

KE HB
 BD WS
 YT JB
 CL

Apologies:

KD
 DN
 JW
 Sophie Ferrier

Meeting Minutes	
Item	
1.	<p>Welcome and Introductions</p> <p>The meeting was opened by the Practice Manager who agreed to chair in the absence of the Vice Chair. Members reintroduced themselves as there were some new members and KH passed on apologies received from members and staff unable to attend.</p>
2.	<p>Actions from last Annual General meeting</p> <p>This is the first AGM since the group has reformed in its current format so no previous minutes were discussed.</p>
3	<p>PPG Achievements</p> <p>FW read out a summary of some of the achievements, input, and ideas which have been implemented since the first reformed PPG group started in November 2021 which included:</p> <ul style="list-style-type: none"> • Input into the new phone system • Promotion of PPG Awareness Week including information sessions onsite for patients • Feedback requesting an improved self-check in system (coming this year) • More short notice pre-bookable appointments • Input into CQC Inspection call • Ideas to increase the reach of newsletters and surveys including text links being sent out • Improved information on website for online services and the addition of an alcohol intake questionnaire • Suggestion for the use of QR codes around the building to improve access to website and online services.

4	<p>Resignations during the year</p> <p>The resignations of ZS and RG were formally accepted. The group thanked them in their absence for their contributions.</p>
4.1	<p>Election of Officers and the Committee</p> <p>The position of Chair is currently vacant, and the nomination of JB was proposed by BD and seconded by WS. JB is happy to accept this post and was therefore elected.</p> <p>Current Vice Chair, KD, was happy to be re-elected to this position. No objections or offers to stand were received and therefore the re-election was proposed by JB and seconded by HB. KD was re-elected as Vice Chair.</p> <p>The Care Coordinators at the practice (Sue and Sophie) currently act as committee secretaries and are happy to be re-elected to this position. No objections or offers to stand were received and therefore the re-election was proposed by WS and seconded by BD. Sue and Sophie were therefore re-elected as committee secretaries.</p> <p>All other continuing and new members were block elected on to the committee, namely: BD, CF, CL, DN, DW, HB, JB, JP, JW, KD, KE, KF, LC, MB, WS, YT.</p>
4.2	<p>Code of Conduct and Terms of Reference</p> <p>The Code of Conduct was re-adopted as it stands. The terms of reference will be amended to include a blended meeting approach which allows people to join PPG meetings both virtually and face to face.</p> <p>It was agreed that the PPG WhatsApp group would cease. To explore other ways of communicating between meetings if necessary.</p>
AOB	<p>Various other items were discussed, some of which gave some direction for possible future plans and targets for the year, including:</p> <p>Possible training for patients to use online services – this has been discussed previously and it was agreed members would be happy to spend a couple of hours each month in reception to show patients how to use the NHS app, online services on our website and SystemOne page. It was agreed to come up with a rota for the year so hopefully there would be someone each month and an information text for could be sent out for interested patients to drop in.</p> <p>Increased awareness each month for different conditions – this is done to a certain extent in the practice via newsletters and noticeboards but PPG members could potentially take a month each and come up with some ideas for how to promote this and possible content. One member was happy to be recorded, talking about recent weight loss and the positive impacts on their health which could be shared on the website or in writing in the newsletter.</p> <p>Improved access to the building – The entrance into the building was discussed as not being easy to access for wheelchairs and pushchairs. The redesign of the entrance is in the long-term plan of the practice and they have been seeking funding to carry out this work.</p>

	<p>Social media – members thought this could be beneficial to the practice. This has been considered as part of the practice's Digital Journey. There are pros and cons to using social media, and some challenges we have considered include having the time to upload meaningful content regularly onto there are responding quickly to comments and queries. Presently the partners are not keen to expand into social media, however it is something that is still in our long-term plan to consider again in the future.</p>
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Meeting closed at 7pm. Proposed date of next PPG meeting to be circulated with minutes.