Minutes for PPG meeting 16 February 2022, 2.30pm

1. Apologies: CM, IS, AI, JR (new member)
2. Present SS, MP, CB, ME, SS, VM, GT, LH, SR
3. Current State of PPG

Very valuable. In place since 1994, numerous contributions to the surgery

* However, there is a need/desire to improve on what exists:
* Improve communication between Mountwood Surgery and Patients (not PPG responsibility)
* Represent the patients' voices to the Practice
* Improve information on website (both PPG and Mountwood)
* Improve demographic of PPG members
* Increase the numbers of PPG members
* Discussions to be done through platforms such as Zoom rather than face to face (which may
* disenfranchise some patients unable to be there in person)

1. To help this, SR will be recruited, calling on his skills as a previous Assistant Head (Pastoral) of a moderate size secondary school, used to dealing with parents, collating data, getting feedback, etc. He would become a point of contact between PPG and GPs, and chair zoom meetings
2. A route forwards might include:

* Using MJOG text messaging service to invite patients to participate as either:
* a passive member (receive information only). , give opinions, etc) or
* an active member (attend meetings, respond to questionnaires a committee member (offer skills, time, services)

Willing participants to reply to text with consent, demographic info and skills (if applicable)

* Send out online questionnaires and get feedback on specific issues
* Up-to-date website is essential-weekly input, current relevant issues, alerts, updated staff info. Also include surgery data (appointment load, comparison to national averages, etc) - Helen, the new data quality lead for the surgery could generate this
* Review current website and get feedback
* Write a PPG Mission statement for the website (about 300 words)
* Create a PPG electronic database (within GDPR rules), demographic (age, ethnicity, LD/Disability, Carer, in care)

There is a need for virtual meetings, given issues of Covid and also enabling the wider participation of patients. Prior to meetings, ask for questions in advance to filter and select appropriate ones, then having an open discussion on these questions (time-limited meetings).

Host a virtual meeting every 2 months, questions circulated and agreed beforehand, 7-8pm, current PPG able to access, Simon to chair and take minutes

1. Questions/Feedback

* Family and Friends generates about 200 responses a month, the majority of which are positive (percentage in high 90's)
* GT will look at getting figures for hits to the website, as compared to hits to the PPG page and hits to the online forms?
* PPG communications should be separate from the Mountwood Surgery communications which are designed to promote the positive side of the surgery. The PPG is separate, reflecting views of the patients back to the surgery
* TV Screen in the waiting room-if this can be done remotely, SR might be able to keep it updated
* It would be good to have a Question and Answer facility on the website
* Changes to the daily routine of the surgery heed to be communicated with plenty of notice.
* More immediate changes could be given via the website (as a flash message, for example)
* The website might include information on the need for forms, the number of prescriptions, the quantity of appointments and the different ways in which they are dealt with, for example, to explain why these are dealt with in the way they are and to show that these things are often out of the Practice's hands.
* Website could promote different Health Focus weeks.
* Chase up Dr Joshi and his student doctor feedback forms
* Health Station-because of the limited footfall resulting from Covid and the requirement to have a Phlebotomy service, the Health Station won't return as it was before but may be accommodated 1 or 2 afternoons a week after 3pm in the Phlebotomy Room. Appointments to attend could be made through the front desk
* Doctors and Nurses could give presentations on specific topics through Zoom (lessons an using Zoom could be given through the Health Station)
* GT officially retiring 31 March 2022
* Next PPG meeting is the AGM, also on 31 March 2022 at 2.30pm
* The first Zoom PPG meeting will be in 2 or 3 months time
* CB to look at the PPG leaflet and email SR for him to update if necessary
* MP to add SR's email to NAPP's database
* SR to provide email address for PPG & Mountwood use

1. End of meeting