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**PPG Minutes**

Date:- 02/03/2023

Attendees:- Tracy Wild PPG, Molly Corcoran PPG, Louise Rayward, Nancy Elwell, Elaine Kent, Gill Crampton Smith, Victor Quashie, Lorriane Whymark

Apologies:- Trevor Walton

\*Action Points

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|  | **Item** | **Lead** |
| 1. | **Minutes of last meeting** |  |
|  | 1st meeting |  |
| 2. | **Introductions** |  |
|  | Welcome new participants. | Group |
| 3. | **Ground Rules** | Group |
|  | * Work together to deliver results as a group * Provide constructive feedback on a range of issues * Aim to improve the experience and care for the whole practice population * Listen respectfully * Maintain confidentiality * Agree that all views are valid – difference of opinions will happen * Treat all members equally as individuals * Support each other * Keep to a time – start and finish on time and have fun |  |
| 4. | **Group Name** |  |
|  | For next meeting |  |
| 5. | **Areas to work on** |  |
|  | * Waiting Area – patient survey carried out. (less info on walls, Titles on each board, Plants, Children’s corner, move the door opening button, Board for local trades people, Clear reception window, Water Station, brighter. * Newletter to re start, Inform Patients of the process with appts, make them understand, lack of appts | Tracy & Molly |
| 6. | **Concerns Raised** |  |
|  | DNA’s and how to reduce, maybe 5 DNA’s and strike off | Group |
| 7. | **AOB** |  |
|  | Newsletter feedback – good idea, informative. Look at - digitally displaying this in waiting area/emailing patients. Incorporate a patient page in next newsletter and Incorporate Local Trades for Elderly to access  Patient Group Sessions - to enable patients to form relationships/discuss community events etc.  Next meeting 01.06.2023 2.00pm-3.00pm. Discuss and look at a list of things the group want to work on i.e. over running appointments. | Group  Molly |