

Date

Fri 13 Sep All day

Location

large meeting room

Confirmed attendees

Kate Slater, Hayley Wilbourne

Other Attendees

TF, CC, GW, PB, SD, RW, CH, HW, KS.

Details/Agenda

Agenda -

- Welcome/ Apologies

- Introductions

- Word from the Chairman

- Flu Clinic

- MacMillan Coffee morning

- Practice update

- Building

- Staffing

- DNAs

- AOB

- AGM Planning

- AOB

- Close

Minutes

Welcome - TF welcomed and thanked everyone for attending

Introductions - Everyone introduced themselves as some new members and new PM KS.

Word from the chairman - TF spoke to the group regarding himself stepping down at the AGM he also spoke about the sad news of two PPG members which we lost over the summer cards were sent to both families and people reflected on the good they had done while serving on the PPG things like noticeboards, suggestion box, surveys for the practice boundary.

MacMillan coffee morning - Friday 27th sept 2024 10am - HW spoke regarding raising money for MacMillan and also requested volunteers to help on the day either with baking or helping running the stall CC, SD both said they would be willing to help and hopefully more could on the day. HW also mentioned possibly doing a survey at the same time as this would be a good audience TF said he would look in to this. While talking about surveys PB suggested we also do a survey to staff re wellbeing, thoughts, how things are run KS answered this by saying this process had already started with her first PLT training day in Aug HW also let the PPG know that one of the link workers was also going to help and be around to talk to patients during the coffee morning.

Practice update - KS spoke about a new assistant practice manger and that she was going through interview stages at the minute and would be able to update more at the next meeting. KS then did her slide presentation (slides attached) regarding friends and family PPG agreed for this info to be shared quarterly she also shared about phone line info eg time waiting, callbacks, hang-ups etc again PPG agreed to share this info quarterly. We all discussed if this info was on the website HW said she would check and update if not the info was in April 2024 newsletter. SD then asked if it would be possible to have a clock in reception KS said she would look into this.

Building update - new signage for room 12 and ne signage for direction to room 12 also new GP name board. All fire doors are now at the right standard.

DNA update - KS spoke of the increase in DN'S which was discussed with the GP partners and we will be looking at the list to try and enforce deductions were needed and help people via possible link workers also.

AGM planning - TF spoke about both chair and vice chair are up for election TF is going to invite local MP, PPG spoke about inviting local pharmacy to talk about pharmacy first KS to invite these. KS also said that one of the GP partners AD will also attend the AGM. PPG also asked for a section at the AGM to be done on phone line especially callback option KS said this would be fine. TF also mentioned again re he will be standing down as chair this year but would like to stay as part of the PPG. HW said she would advertise the AGM on website as well as newsletter and poster in the surgery. Discussed possible date which if everyone can attend will be Thursday 17th October 2024 6-7pm.

AOB - SD mention clock in waiting room again.

Close - TF closed the meeting

Actions

- check website re telephone line - callback service - action and added on website 17/9/24.

- possible survey for the coffee morning - TF - to look into.

- clock in reception - KS - to look into

- TF to invite local MP to AGM

- KS to invite local pharmacy to AGM

- KS to do section at AGM on phone lines especially call back service.

- AGM advertise on website, newsletter and poster in surgery - action for HW and AH

- confirm AGM date as Thursday 17th oct 2024 6-7pm

Associated documents:

- [August 24 PLT.pptx](#)
