

**PPG Minutes**

Date:- 20.9.2019

Attendees:- Graham Peakman, Louise Rayward, & Dorothy Wilson

Tracy Wild-PPG Champion, Jess Drinkwater-GP, Narinder Panesar-Wellbeing Co-ordinator

& Kay Harvey-Practice Operational Lead

Apologies:- Bruno Rushforth, David & Rita Coyne, Brian Eastwood

\*Action Points

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|  | **Item** | **Lead** |
| 1. | **Minutes of last meeting** |  |
|  | To be checked. |  |
| 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** |  |
|  | Group Name - All agreed on “Friends of Foundry Lane Participation Group” (FFLPG) | Group |
| 5. | **Areas to work on** |  |
|  | * Waiting Area – patient survey to be carried out. (dark, less info on walls, brighter. Narinder & Tracy quite happy to hand out to her patients. | Tracy & Narinder |
| 6. | **Concerns Raised** |  |
|  | * Medication Campaign – what information would be useful to assist the practice when issuing medication? To be revisited. |  |
| 7. | **AOB** |  |
|  | Brief summary given re Friends & Family feedback.  Newsletter feedback – good idea, looks good and informative. Look at - digitally displaying this in waiting area/emailing patients. Incorporate a patient page in next newsletter.  Patient Group Sessions - to enable patients to form relationships/discuss community events etc.  A big thank you to Jess for her assistance and time.  Next meeting 22.11.2019 1.30pm-2.30pm. Discuss and look at a list of things the group want to work on i.e. over running appointments. |  |