

**Patient Participation Group  
Minutes of meeting held on  
22<sup>nd</sup> February 2017 at 2pm**

**PPG Attendees : A T , M W, A O, D G, K L.**

**Non Attendance : M S**

**PPG Practice Lead : S K**

**C F**

**S J**

**1. Welcome & Introductions:**

Members were welcomed and the meeting was chaired by AO. Members introduced themselves. SK introduced SJ to the group meeting.

**2. What changes have taken place at the Practice since our last meeting :**

SK informed that the “All together Better Programme” has run out of funding so the practice will not be going ahead with it.

SK mentioned that Dr.A & Dr.B will be on as temporary locums for 6months and then they will decide about staying on as long term locum GPs.

AT queried about who their named GP is, SK informed that its Dr.NK who is the lead GP. AT also mentioned that there are different names of doctors on hospital letters. SK informed that JW(Practice Manager) have sent in many requests to change the names to Dr.NK and London Road Medical Practice, but we still receive letters addressed as Linden Lodge Medical Practice.

Members requested to have a copy of the surgery Information Pack and list of current doctors. SK agreed to forward a copy of the Information pack and leaflets after updating information. The PPG were informed that our website information is updated every 2-3 months.

Patient online Access - SK informed the members that NHS wants to get patients to register for online access, at least 10% of our patients should be registered. With online access patients can access to book appointments, order repeat medication, results, etc.

### **3. Way forward for the PPG - to bring in new members :**

It was discussed how to recruit more members, different age groups...especially younger members.

SK suggested that PPG information will be displayed on the Jayex screen during appointment times and also to organise for PPG members to recruit in surgery.

Members suggested to organise meetings/talks that will benefit the community as a whole, to improve/help young and the elderly community.

“Diabetes” was agreed upon...SK agreed to request AN our inhouse diabetic specialist to do a 20min presentation on Prevention of diabetes with Q&As at the end, based on his availability.

The group decided that 1 week in March & 1 week in April members will come into surgery and speak to patients about the PPG.

CF will collate dates from members and send to all attendees.

### **4. Comments shared:**

MW had kindly agreed to chair the next meeting. The date and time for the next meeting will be confirmed at a later time.