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| PPG Minutes | | |
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| Location: | Firsway Health Centre – Health Education Room |  |
| Date: | 28.11.23 |  |
| Time: | **6.30pm-7.30pm** |  |
| Facilitator: | Natalie Mills, Practice Manager  Angela Burke, Patient Services Manager |  |

# Minutes

Present: NM

AB

RG

KJ

FGM

KD

MM

MH

Apologies: JW

DR

Absent: SR

VG

1. Natalie Mills and Angela Burke introduced themselves, welcomed the PPG members and thanked members for their attendance. All PPG members introduced themselves and shared their background and their reasons for joining Firsway Health Centre’ PPG.
2. Expectations of PPG group was explained, TOR’s (Terms of Reference) were read, signed and handed back to be kept on a secure PPG file. A PPG Code of Conduct was also handed out.
3. NM explained about the NHS App and that since 1 November 23 all consultations will now be visible and explained how we can restrict this information for vulnerable patients. NM advised about Modern General Practice for the Future. Our aim of a 1st point resolution here at Firsway to help with patient experience. NM introduced the idea of a mystery shopper type activity to gage patient experience and implement further training if the need be.
4. NM asked for volunteers to engage with patients to gain helpful feedback to help improve our services further. This will be implemented in the New Year. NM advised of our updated website and asked for any suggestions and informed members of a Facebook live page for information. PPG members spoke about experience of the Flu clinics and possible improvement for next year which highlighted the need for some private rooms for patients with difficulties. NM advised that we are now opening our patient triage for longer to enable wider access for patients.
5. NM also informed members of the new Care Co-ordinator Roles that we now have here at Firsway. Sophie our Learning Difficulties Co-ordinator will be invited to our next PPG meeting to introduce herself and explain her role in greater detail. PPG members advised that the messaging system for appointment reminders was working well however a cancellation/accepting of appointment could work better with a reply function to avoid DNA’s.

6. Future of the PPG Group

* *Future dates to be set for the next 12 months every 3 months*
* *Charity event ideas and to be discussed more in depth at next PPG meeting.*