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| PPG Minutes  |
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| Location: | Firsway Health Centre – Health Education Room |  |
| Date: | 30.11.23 |  |
| Time: | **12noon – 1pm** |  |
| Facilitator: | Natalie Mills, Practice ManagerLauren Hinds, Deputy Practice Manager |  |

# Minutes

Present: NM

 LH

BF

NS

AT

BA

MC

LM

GJ

DH

Apologies:

1. Natalie Mills and Lauren Hinds 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 to all 8.
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 would like to volunteer again to help co-ordinate and also a link of the Sale PCN on the website doesn’t work. LH to look at this since our transition moving to the new website but we are currently waiting on the Sale PCN website to be developed. Agreed and will be looked at for 2024. NM advised that we are now opening our patient triage for longer to enable wider access for patients from 2.30-6.30pm daily and then will increase again further.
5. NM also informed members of the new Care Co-ordinator Roles that we now have here at Firsway. We discussed about an upcoming event we are organising for Carers and Learning Disability patients for a carers coffee morning in January and would welcome volunteers to help. PPG members to email AB if interested in this.
6. LH discussed the website again in detail and explained Veteran Friendly Practice award we have received.
7. PPG member advised about annual review and grouping bloods together, NM explained this is being looked into with our recall system and to accommodate future blood tests in one go.
8. All PPG members attended happy for their email addresses to be shared.

6. Future of the PPG Group

* *Future dates to be set for the next 12 months every 3 months – dates set and LH to circulate to all PPG members 4 lunchtime meetings and 2 evening meetings*
* *Charity event ideas and to be discussed more in depth at next PPG meeting.*