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**Patient Participation Group**

**Note of the meeting held on January 8th 2024 at Woolpack House**

**Present**:

PPG: Murray Rose (Chair), Anna Hunter, Robin Peach, Mike Eusden, Tony Cleaver, Tim Howell, Sally Downs

Practice: Wendy Stevens, Steffanie McGurk

Apologies from Kathy Gibson, Ellen Murphy, June Hutt, Gail Smith, Kate Henderson.

It should be noted that Frank Healey has tendered his resignation from the group due to ongoing health issues

**Minutes of the last meeting**

These were approved.

**Matters arising**

The practice would seek to recruit new members for the PPG to bring the membership back up to around 20 members. The first approach would be made to the wider group of 200 interested patients **(Action: Wendy)**

The practice confirmed that 100% of the shingles vaccinations had been delivered.

The practice confirmed that it was committed to using the ACCURXsystem as a part of its Access Strategy.

Work was ongoing on generating a comprehensive list of carers and this would be split into groups of young carers, young adult carers and carers.

**Diabetes work stream**

Mike and Tony presented an excellent piece of work on the survey sent out to over 800 patients with diabetes. The interim report showed that the survey return rate, at 32%, compared favourably with similar national surveys. It also showed that the majority of patients were happy with the services they were given. The areas where patients wanted more support related to dietary and lifestyle advice.

It was agreed that all newly diagnosed patients would be sent a welcome pack of information from Diabetes UK and that patients would be recommended to use the Diabetes UK forum to get further advice and information **(Action: Wendy)**

It was agreed that the survey would be repeated with predominantly the same questions at a future time. Dr Eaton would have an opportunity to comment on the interim report and advise on when to repeat the survey.

Copy of the interim report to be circulated by Mike.

The final copy of the report would be presented to the PPG on April 8th.

 **Public consultation events**

The 3 public consultation events were proposed for March 15th, April 10th and April 15th - covering all 3 locations where the practice has buildings and covering daytime, evening and weekend time slots. Steff would finalise bookings, venues and timings.

Each event would include information about the PPG and its current 4 work streams and would have a focus on discussing improvements to access services at the practice

It was agreed that a subgroup would meet to structure the events

**Communication and Website**

Robin presented a report from the sub-group.

It was agreed that we should increase the membership of the group as we increase the PPG group numbers back to 20.

Future meetings of the group to include the senior receptionist as well as Vishnu.

Wendy was asked to check if test results are available on the NHS app via the link on the practice website.

The group proposed setting up a panel to monitor the progress of the access strategy.

It was suggested that a PC could be set up in the surgery to use as both a training tool by PPG members for other patients and also as a survey tool.

**Carers**

Kate was not present but the work of the sub group is ongoing, as reported in matters arising

**Staff training event**

The PPG were invited to present a short report at an upcoming practice training event. Dates and times to be confirmed by Wendy