**Patient Participation Group ( PPG) : College Lane Surgery**

**19/6//23**

**Minutes**

* **In attendance**
* Jayne Vose ( JV) Chair
* Paul Vose ( PV ) patient
* Lawrence Doyle ( LD)
* Sandy Gillian ( SG)
* Susan S
* Dr Jordache Myerscough ( GP& Practise partner ) ( DJM)

Apologies

* Emma Woodall- Practise manager
* Karen Merrey ( KM )

Actions

* The PPG to determine the purpose of the group, to include holding the practise to account, acting on feedback both positive and negative in a way which helps improve services, to promote the services offered to the community -  *the existing purpose as advertised in Surgery was reviewed and all present agreed that with a change of wording from Patient reference Group to Patient Participation group. The purpose was clear and fit for purpose*
* Following DJM; s presentation giving feedback on the Practise and performance. The discussion resulted in an agreed action to design a web form, to be promoted via social media channels to collect feedback on the Practise on an ongoing basis. DJM to facilitate a meeting between JV and the Practise IT team ( Adam ) *– DJM/JV – Action rolled over to September 2023 to be reviewed at meeting 19/9/23*
* Feedback collected to be added to PPG agendas as a permanent standing item –*JV/EW*
* To optimise the website and reach of the Group, L to share his circulation list with EW for update and cross checking. PPG to consider linked opportunities locally to also be promoted e.g. health and wellbeing offer through the local parish council. *All –ongoing*
* New Staff members & additional service roles , this included a year 2 junior doctor , 2 new receptionists and a new GP , Bethany Miller who is settling in well to the practise – noted *All*
* It was agreed that the Annual Patient Survey would be an Agenda item for the September meeting.
* Ackworth Gala – The practise will be represented at the Gala and are booked to occupy stall 7. PPG members present including Sue S who is manning a different stall will support DJM and College Lane volunteers during the event. The aim is to promote the Practises services and to secure an additional 3-5 new PPG members – DJM/ All available PPG members .Report back at September meeting.
* Airmid – DJM reported that Airmid is working well for the practise and that 60% of patients use the system well. The Practise do not wish to move to the Patches system as Airmid is well establish and viewed positively by patients and practise . All to consider ways to encourage wider take up for discussion at Septembers meeting – All
* Website – Friends and family feedback to be added to the front page of the Practises website to include Quick links to improve access – DJM & JV

AOB

* Diabetes support group , subject to receiving dates PPG members happy to support – Dates to be provided
* Concerns raised re Push back of regular appoints for Patients at Pontefract hospital: ENT department was given as an example. All are concerned and the issue needs further discussion
* Discussion re the link to the National PPG group – SG agreed to circulate items of interest via EW to the group – *SG/EW – ongoing*

Date of next Meeting

* Monday 18/9/23 – 5-6 pm at College Lane surgery