**THE HEDGES MEDICAL CENTRE (THMC)**

**PATIENT PARTICIPATION GROUP (PPG) MEETING**

**Wednesday 24th April 2024, 10:30am, at THMC**

**In attendance:** Gloria Anderson (GA), Kath Lovell (KL), Stephen Hutchenson (SH)

**Present from Practice**: Chloe Hurst (CH), Ashling Lonergan (AL)**,** Rikesh Masura (RM)

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| Items |  |
| 1. | **Apologies**  | None known. |
| 2. | **Review of minutes of previous meeting held on Wednesday 28th February 2024** | PPG members expressed that they wish to view the meeting minutes online. AL informed the members that we will write the minutes up and get them published on our website in time for the next meeting.  |
| 3. | **Agenda**  | 1. Select a chairperson and treasurer.
2. Show all PPG members our new patient charter.
3. Rikesh our practice pharmacist to make an attendance and explain to patients his role in the surgery.
4. To discuss the practice newsletter.
5. Friends and family test
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| 4. | **Action points from last meeting** | 1. PPG members requested a clinician profile for the GP’s which show patients their specialty. – This is now available in reception.
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| 5. | **Hedges On-line** | Members present from the practice discussed with the patients our recently updated website.  |
| 6. | **Surgery issues, updates, and staffing news** | 1. As per our last meeting, we had applied for funding to update our telephone system. This system will now be put in place soon at the surgery.
2. Louise Cross our practice Nurse has recently left THMC.
3. There has been a new practice Nurse join our team – Beverly.
4. We discussed again that we are now open 1 Saturday a month with pre-bookable GP and Nurse appointments for our patients, this should benefit our patients who are unable to get in to the surgery throughout the week due to work commitments.
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| 8.  | **PPG initiatives, including patient comments, suggestions, and complaints**  | 1. Members made comments about previous fundraising activities
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| 9. | **PPG Recruitment**  | Stephen Hutchenson (SH) has been welcomed as a new member of the PPG. |
| 10. | **Newsletter**  | PPG members still wish to go ahead with creating new practice newsletters. They mentioned that they wish for our practice catchment area to be inside the newsletter AL and CH showed the members our new practice leaflet that we had recently created using all important patient information.  |
| 11. | **Matters arising to be discussed with THMC** | 1. PPG members wish for us to discuss with the practice manager if they would get some flowers sent over to Dr Ritchie who previously worked at THMC.
2. Patients have made us aware that most hospital letters still are addressed to Dr S Baily / Dr N Henwood.
3. GA has asked if she would be able to bring in a poster for an ‘Exceed study’ that she is taking part in. Advised that she can bring it down to the surgery and we can check and let her know if its suitable to be placed in our reception area.
4. SH has asked if he could print off a bus timetable to be placed in the reception waiting are for other patients. Explained to him we will have a think and get back to him.
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| 12. | **A.O.B, including this meetings question**  | 1. Chairperson and treasurer to be discussed in the next PPG meeting, where hopefully more members will be in an attendance.2. GA who previously made the curtains that are currently in the reception area, has said she’s happy for them to be donated once we redecorate. 3. To query with Kiran our social prescriber if she would be happy to make an attendance at one of our meetings to discuss her role at THMC. |
| 13. | **Date and time of next meeting**  | The next meeting will be held on Wednesday the 26th of June at 10:30am at THMC. KL suggested it would be beneficial for the practice to hold 4/6 weekly meetings. AL and CH said we would bring this idea to the practice manager and discuss in the next PPG meeting. There being no further business the meeting closed at 11.20am. |