**THE HEDGES MEDICAL CENTRE (THMC)**

**PATIENT PARTICIPATION GROUP (PPG) MEETING**

**Wednesday 3rd July 2024, 10:30am, at THMC**

**In attendance:** Kath Lovell (KL), Anne Bishop (AB), James Burfoot (JB), Rod Ald, Stephen Hutchinson (SH)

**Present from Practice**: Chloe Hurst (CH), Ashling Lonergan (AL)**,** Jessica Robinson (JR)

|  |  |  |
| --- | --- | --- |
| Items | |  |
| 1. | **Apologies** | Gloria Anderson |
| 2. | **PPG Recruitment** | * We welcome two new members in attendance this meeting. * We have sent out a text message to all patients regarding this meeting to try and bring in new members. |
| 2. | **Review of minuets of previous meeting held on Wednesday 28th February 2024** | Previous meeting minuets are now available on our practice website.  Minuets given to PPG members to view. |
| 3. | **Agenda** | 1. To select a chairperson and treasurer |
| 4. | **Action points from last meeting** | 1. To ask the PPG members if they would like to do a fundraising day at the surgery. 2. Members previously mentioned that hospital letters still say Dr Baily / Dr Henwood – We explained that this has been investigated but that it is a very long process to change. |
| 5. | **Hedges On-line** | We are trying to promote and direct patients to our online website. We have asked the reception team to communicate to patients that sick notes, prescriptions, and general admin queries can be sent to us via Accurx. This saves the wait times on the phone for other patients / more urgent queries. |
| 6. | **Surgery issues, updates, and staffing news** | 1. We have now completed with most of the paining throughout the building. This week, we have someone coming to finish decorating the children’s corner. 2. As of last week, we have now had our new telephone system installed – We now offer a call back system for those who do not wish to wait on the phone in the que. 3. We are purchasing an I-Pad so we can hold session with patients for the NHS App. 4. Dr Singh will be joining us as a salary GP starting August. |
| 8. | **PPG initiatives, including patient comments, suggestions, and complaints** | 1. While discussing that we are now open one Saturday a month with GP / Nurse / Pharmacist appointments, SH commented that he thinks its very helpful for workers. 2. Members discussed our practice catchment area and where our currently boundary is. 3. SH mentioned that he will bring along a bus timetable to be placed in reception for patient to see. |
| 10. | **Newsletter** | THMC asked the PPG members to bring in the contents and bring any ideas forward for the newsletter and we can publish this. We discussed possibly making it easier to read for patients and include on one page. |
| 11. | **Matters arising to be discussed with THMC** |  |
| 12. | **A.O.B, including this meetings question** | No. |
| 13. | **Date and time of next meeting** | The next meeting will be held on Wednesday the 4th of September at 10:30 at THMC.  There being no further business the meeting closed at 11:30am |