**Derby Road Patient Participation Group**

**Meeting Minutes 23/05/2023**

**Attendees**

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| Daniel Biggin – Social Prescriber (Chair) - DB | Dave Ward -DW |
| Mary Stokes -MC | Allan Wright – AW |
| Liz Lemon – LL | Henal Desai -HD |
| Andrew Carson – Operations Manager -AC Roger Wykes - RW | Jenny Pickman - JP Sheila Owen - SO |
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**Apologies**

None recorded

**Approval of previous meeting minutes**

Previous minutes were a fair reflection and were agreed on

1. **New Chair**

Daniel put his name forward to chair the meetings, going forward for the group, there was no objections for this.

There was a suggestion that a member of the practice maybe not able to chair the meetings as well as minute take them.

Advice to be taken from the PPG guidance issued.

There was also a suggestion that there maybe be a deputy chair for the group this to be spoken about at the next meeting as an agenda item.

**ACTION – Daniel to investigate the appointment of the Chair for PPG groups**

**2 - Date and Time of future meetings**

The group spoke about the timing of the meetings, as there are members in the group who cannot attend the current timings of 2pm due to work commitments and childcare.

It’s been decided by the group to ensure a fair representation of the PPG that the future meetings will be held at 6pm and 2pm alternating.

The frequency of the meetings will remain at bi-monthly and once the group is established the frequency to be changed to quarterly.

1. **Patient Feedback**

Allan shared with the group an example on how the Friends of QMC gather patient experience/feedback, as a idea for the group to do this for the practice.

AC responded by informing the group on how feedback is recorded at the practice, telling the group that anyone who has an appointment at the practice will get sent a feedback form to fill out, this is generated and sent to their phone, and collated per tax year.

AC agreed to share the feedback with the PPG

AC went on to say that there was around 3 thousand responses to the recent collection of feedback, it’s unsure how many of these are good or bad responses, due to how it’s collated.

Suggestion to have Patient feedback and practice feedback as running agenda items

AC went on to tell the group that there are no more complaints since the integration of the new appointment system as there were on the old system.

MS highlighted the importance of sharing good feedback with patients and practice staff

**3. Aims & Role of the PPG**

LL brought to the group the importance of referring to the “The National Association Of PPG” At the beginning of the group there should be clear objectives from the practice on the role of the PPG, it’s important the group read up on this to ensure it’s understood what role they play.

JW and or AC to come group to help highlight the role of the PPG

DW went on to speak about the need to have a clear route of communication for the group

AC – not prescriptive about what is needed from the group – Aware important to have and engage, don’t have specific outcomes, what is needed NHSE to set all GPs a broader/ class of ppg facilitator of this, wider catchment to disseminate this to communities

How is this done, and this is decided how it’s done by the PPG, Practice can provide material, but PPG decides how it is done, with aid of practice.

**4. AOB**

AC – to provide the group with a breakdown of roles and the hours of the 7 GPs ANP and HCA’s

Suggestion to meet the new partner at the practice

Date of Next meeting 6pm Derby Road Health Centre, Tuesday 25th July