**Derby Road Patient Participation Group**

**Meeting Minutes 28/03/2023**

**Attendees**

|  |  |
| --- | --- |
| Daniel Biggin – Social Prescriber & Minute Taker | Don Ross - Chair |
| Sheila Owen | Jenny Britten |
| Carolyn Blore | Dave Ward |
| Andrew Robinson – Operations Manager arrived 1505 | Jane Ward – Practice Manager arrived 1505 |
|  |  |
|  |  |
|  |  |
|  |  |

**Apologies**

Liz Lemon

Henal Desai

Roger Wykes

Sue Cope

**Approval of previous meeting minutes**

This wasn’t agreed and not covered

**Actions from last meeting-**

Not covered

1. **Communication methods among members of the PPG**

Don explains what Google Groups is and how this can be used for the group and then presents to the group ow it works.

Don then told the group that when something is posted via google groups it sends an email to the whole group allowing members to partake in conversation.

Google email address of the group is: drhc-ppg@googlegroups.com

Link to Google Groups below:

<https://groups.google.com/my-groups>

Jenny shared concerns of security, goes on to say she feels it isn’t governed and that she didn’t consent to have her email address put onto this site.

Daniel then went on to say that there is an assumption that if you’re a member of the PPG that your email address is therefore shared and used for contact.

Don went on to try and reassure that there is a level security due to the number of members on the google group who don’t attend.

David shares his frustrations with the Google groups and not being able to get access to the account, David to change his email address on the group to his Gmail account

Jenny asked the group why, there isn’t a not a list of members, minutes and conversations sent by email with folders for these to be held in.

Daniel answered this by saying that with the use of Google groups everyone has access to the documents in one safe place, as opposed to one folder and asking for access to documents.

The mention of a WhatsApp group was brought up, and it was discussed that it’s not appropriate for the PPG group.

Daniel went on to say that it’s important that the conversations held within the PPG group are to be only spoke about at the meetings dates, rather than a WhatsApp group.

**ACTION - Daniel - Review of membership to be had, email to go out asking for confirmation**

**ACTION – Daniel to change Sheila email address on Google Groups & Check DRHC website via the MAC Book to see how it may work.**

**1505 Jane and Andrew attended the meeting**

**2 - How can the PPG help promote the training room use at DRHC (Clinical Training Room)**
Andrew asked the group how the PPG can share the availability of the clinical training room, to be utilised going forward?

There is a confusion around the role of the PPG and what is expected of this group by the practice.

Jane suggested the PPG speaks to the patients of the practice to ask what they’d like from their practice and what services DRHC could offer to them.

Sheila asked what the practice can do for patients with dementia

Jane responded by saying that the PPG could help run or organise a group using the Training room, Jane also went onto say that they could also send information out around dementia.

There needs to be a partnership between the PPG and DRHC in how to share information and promote the use of the training room.

Carolyn suggests a call to go out to retired nurses who might be interested in participating in group work

It’s important that the practice is not selective over the types of groups that are held in the room.

Don asked how people interested in using the room will be able to contact DRHC without calling the landline and waiting in a queue, going through Andrew and PPG can be the way to communicate this.

Activities/ groups can be organised on all day’s bar Thursday

**ACTION - Everyone to be put forward a suggestion for the use of the room by PPGA Member**

**3- AOB**

**Next Meeting**

Next PPG meeting to be held on the 23rd May 1400-1600

**Agenda Items to be carried over to the next meeting are:**

Patient Feedback - Carried over to the next PPG

Website layout and design – Carried over to the next PPG

A typical week at DRHC – Carried over to the next PPG