

Patient Participation Meeting

Date

Wed 06 Dec 2023 All day

Confirmed attendees

Debbie Juett, Jackie Pates, Zoe Logan

Other Attendees

ES/BDM/DW/CW/DN/AT/RC/GT

Details/Agenda

Meetings from last meeting

Actions: find information from Phone providers

Macmillan Coffee Morning funds raised

Posters re: who works and on what days - GPs and nurses

Email all members regarding chairperson election

Provide Name Badges for members

Minutes

DJ looked into the phone system to see if they could provide the call back feature discussed at the last minute to help manage call volume and improve patient satisfaction when contacting the practice. Unfortunately this feature is not available for our system. Will look at options to improve.

£127 was raised on our Macmillan cake sale day - well done to all who baked and to those who helped on the day

Notice boards for PPG and patient information are now in place in the waiting area - DJ will try and add info as and when it is available. Posters to be developed with GP and nursing team days of work.

DJ emailed all members to try and get enough people to attend the meeting to vote for a chairperson.

Name badges provided to all members who attended.

Election of a chairperson.

The group were asked if anybody would like to volunteer or put forward a chairperson. DW & CW volunteered and were seconded by all in the group.

DJ will discuss with Data Protection Officer around allowing chairperson to have names and contact details of members.

CW/DW & DJ to meet in the new year to discuss taking the group forward.

It was decided amongst the group that one project could be to decrease the number of patients that the pharmacy order for. Group discussion around receiving items of medication that had not been ordered, this was judged to be a waste of NHS money. Could we do a campaign to cut down on medication wastage?

PPG Board to be populated with information about the PPG and how to get involved. Self referral and self help information to be displayed.

Next Meeting 13.03.2024

Actions

DJ & CW/DW to meet to discuss next actions for PPG

Invite ICB pharmacist to attend a meeting to help with medication waste campaign.