

Rivergreen Medical Centre
PPG Meeting
Tuesday 5th December 2023 at 18.30pm

Chair: AB

Scribe: LP

Attendees: MB. MB. CA, SB,

Apologies : AD; HM; DL, EC

- Introductions and sign in
- **Actions** from the last meeting. Minutes agreed and posted on line
- **Staff update** – Shauna – New snr nurse starting employment in February. Fantastic references and can do everything we need and also prescribe. Experienced team leader. Andrea is a nurse that has come to help us out so we have regular cover when we need it she is 0 hrs.
- **Reflection and learning update for the year** – went through the lengthy presentation of the complaints and events etc for the year and made suggested improvements. PPG was generally happy with the suggested changes and also asked to ensure that any significant events had been reported appropriately which they had. PPG thanked LP for such a thorough review of the practice's performance. LP explained approach or practice to have a fully inclusive learning culture and to reflect on when things go both well and not so well.
- **PPG membership** – Discussed how we can attract more members eg via complainants asking if they wish to be involved.
- **Action LP** to get Whole time equivalent numbers of patients per GP pre and post covid.
- **LP** - Have a good festive season all and thank you for your contribution to the Practice and for representing the patients with support and challenge.

- Dates of the next meetings - 5.3.24 at 6.30pm