

Date:	27.2.2018
Time	1.pm
Venue The Elgin Clinic	
<b>Attendees</b>	
Elgin Clinic	
PPG Project Coordinator	
PPG Members	

	Minutes	Action
1	<p>Introductions:</p> <p>Odete began with introductions</p>	
2	<p>Dr Mackney Welcomed the Group and thanked everyone for giving up their time to attend the meeting</p>	
3	<p>What is a PPG</p> <p>Odete explained what a PPG is and explained the ground rules and that is it not a place to air personal issues complaints etc</p> <p>Asked that everyone respect everyone else and their opinions</p> <p>Explained that this group is for the patients and the practice is asking for their help to make things better by asking patients what they think works and what does not work</p> <p>It's a place to discuss good and bad points</p> <p>PPG is owed by the patients</p> <p>How the PPG can support the practice</p>	
4	<p>Election of Chair</p> <p>This ideally should be a patient</p> <p>At least one clinical and one admin staff to be present at PPG as well as the PM</p>	<p>Group didn't want to choose anyone at this stage</p> <p>The PPG will continue to be chaired by Odete for now</p>
5	<p>Updates from GP Practice</p> <p>The practice asked the group what would be the best way forward and how to approach patients to encourage them to buy certain medications over the counter</p>	<p><b>ACTION</b> – group suggested that we send a text message to patients informing them they may be asked to buy certain meds over the counter if possible. This is not a must just a maybe.</p>

	Discussed CQC – a visit is expected March/April – described briefly what is expected and what to expect in a CQC inspection – we will feed back at the next meeting how our April inspection went	The PPG Group suggested we have a soft touch approach – “would you be willing to .... Gps will use this approach  <b>ACTION</b> Discuss inspection at the next meeting
6	Attracting younger people	<b>ACTION</b> – keep advertising Put message on scripts – send out text messages – Opportunistically ask patients if they want to join the PPG -
7	Facebook/whatsapp	Group would like to look in to using this – practice will look into the clinical governance side of things – this is something we can do a few months down the line once we have spoken to our CCG
8	Over the counters medications – ask Numed to put a message on our TV screens	<b>ACTION</b> – Debbie will contact numed screen to ask for message to be added
9	Website to see if we can improve/add any more information that would be appropriate	<b>ACTION</b> PPG members will look at our website and give feedback at the next meeting if they feel we could make any improvements
10	PPG members to bring topics to the next meeting CQC update	Examples CQC Update Friends & Family responses
11	Rules of Conduct  Suggest items for the next meeting	<b>ACTION</b> – Members to feedback on rules of conduct and on leaflet which has been sent out with these minutes  <b>ACTION</b> – members to suggestion items for the next meeting

**DATE OF NEXT MEETING**  
**TUESDAY 8<sup>TH</sup> MAY 1PM 2.15PM**