



Attendees

Mary Paulus	Chris Avery	Gina Needs
Stephanie Fletcher	John Donnelly	Maria Christoforou
Martyn Axon	Graham Dove	Leena Parkar
Heather Lawrence	Christine Williams	
Phil Weiland	Jan Beard	

Apologies

Christine Clark	Janice Downing	David and Margaret Green
Sylvia Hart	Tina Matthews	Nigel Rawcliffe
Roger Owen		

Medicus Representatives:-

Vivien Kentish

Dr Ujjal Sarkar

Guest Speaker – Emma Rigby

1. Welcome and Apologies
2. Review and agree minutes of last meeting
3. Actions from the last meeting (Action Log)
4. Chair Update
5. Review of Issues and Complaint Themes (Issues Log)
6. PPG Projects Review
 - Guest Speaker – Emma Rigby
Emma will be talking about Social Media, how we can use it to support patients, dos and don'ts and how best to deliver information and respond.
 - Agree Projects and form Working Groups
 - Relocation Team (BHP, TA, SS)
7. Medicus/ PCN Updates
8. AOB

Meeting Minutes

No	Agenda Item	Actions
1	<p>Welcome and Apologies Vivien welcomed everyone to the meeting, and ensured everyone had a copy of the Agenda for the meeting today.</p> <p>Apologies were received from members noted above</p>	
2	<p>Minutes of the Last Meeting</p> <p>Minutes of the last meeting had been circulated to the members, there were 2 amendments requested both relating to members names that had slight spelling mistakes.</p> <p>Apart from that there were no other revisions put forward by the members.</p>	Vivien – correct names and issue revised copy.
3	<p>Actions from the Last Meeting Review of Action Tracker</p>	
4	<p>Chair Update The venue was discussed and although it was an interesting location – not suitable for PPG meeting due to access</p>	Vivien – research other options. Easy access and parking
5	<p>Review of Issues and Compliant Theme This has been moved up the agenda to give more time for review.</p> <p>On the Issues Log and put forward by a Member was the use of social media and how Medicus respond to online patient comments and messages</p>	
6	<p>PPG Projects and Review Presentation and talk from Emma Rigby</p>	Vivien – send copies of Emma’s slides to PPG Members

7	<p>PPG Next Steps Structure and projects to be agreed.</p> <p>Support from PPG Members for the relocation of Bush Hill Park, Southbury and Trinity to Lincoln Road.</p> <p>Members were concerned about the parking in the area, as Lincoln Road houses several healthcare providers and is a busy location. Considerations were given to request for Bus routes to be looked at to see if any requests could be made for further stops or change of route.</p> <p>Alma Healthcare was also mentioned as a difficult place to park – this has been raised with the local authority and talks are continuing.</p> <p>Posters giving more information will be produced and displayed in the sites that will be moving, with opportunities for patients to ask questions.</p> <p>Other projects discussed: Patient Experience Relocation Team Support for Dementia Workshop to help patients with Digital Literacy Mental Health, how can the PPG help</p> <p>Some projects will be ongoing and others will be a defined period of time. PPG Members can volunteer to join groups and use their skill sets for support the project.</p>	
9	<p>AOB – Any Other Business New larger venue to hold PPG Meetings to be founds</p> <p>Facebook Posts, questions were asked about how this is monitored and responded to.</p> <p>PPG Audit, Vivien reported that there has been an Audit of the local PPG's. She attended an interview and there will be a report issue. Medicus seemed to score quite well as we were able to provide all the information required by the Audit and were informed about the National PPG Forum that our Chair or</p>	<p>Vivien to investigate</p> <p>Vivien to update PPG Members when report is issued.</p>

	nominated member will invited to join.	
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The meeting closed at 4.15pm

Date of next meeting: 14th June 2023