PPG MEETING MINUTES

Date: 18.04.2024

Venue: Crawley Road Medical Centre

Chair: Dr Uberoi (GP)

Minute Taker: Sam Khan (Practice Manager)

Present: PPG members

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| ITEM | DISCUSSION | ACTION | FOLLOW UP |
| Telephone Message | In process of changing welcome message to inform patients of total triage, prescription request process and other admin queries | SK (PM) to change voice message | PPG group to listen and provide feedback |
| Green space at front of practice | It would be ideal for a member of the PPG to utilise the green space located at the front of the surgery to create a welcome space for patients to use. Clean it and plant flowers and seated section | No one in the current PPG able to volunteer for this-explore other options | Possible text to go out to new group of patients to invite a volunteer for the gardening. |
| Walking/Cycling Groups | Organise walking group, mixed or maybe separate one for men and women. Maybe a cycling group for those interested | APM Ruby to organise a walking group.  Social prescriber, Rukaiya is working to gain trainer certification to teach cycle riders. Once she achieves this, organise a cycle group. | Ruby emailed  Rukaiya will contact PM when she is ready with training |
| Open Day | Work towards having an open day at the surgery for various health promotional days, such as a young people's day, imms party, cervical smear day, BP/height/weight/NHS health checks | Practice to work with PPG group re organisation & promotion of these various days | Practice to have a meeting to plan execution of such open days. |
| Remote educational sessions | Invite entire practice population to join a remote educational session on any chosen disease/LTC | PPG think it would be beneficial to the population and agree that it is much needed | Dr Uberoi and SK to organise in coordination with other clinical members of staff |