



Sunnyside

Sunnyside Surgery, St Clare Medical Centre, St Clare Street, Penzance, Cornwall, TR18 3DX
01736363340

Meeting Name- Patient Participation Group (PPG) Meeting

Date- Monday 11th July 2022

Time- 6pm

Attendees- Lin Rees, Sophie Rees, Roger Laphorn, Emma Williams, Christine Roberts, Geoff Roberts

Apologies-

Action/Notes	Owner	Next Steps	Complete
1. LR introduced meeting and group and explained the aim and purpose. We will aim to meet every quarter and will also have a member of the Nursing and Admin team on the PPG	Notes		
2. The group discussed if anyone would like to become the Chair and Secretary moving forwards. Sue Ward will become the Chair and Emma Williams the Secretary	SW & EW	LR will look at Data Protection rules and we will send the relevant forms out for the group to sign so email addresses can be shared and the roles handed over. LR will also look to see if the PPG can have an NHS.NET email address	
3. LR asked about carers, children, dependants. RL is a carer for respite children, group discussed the Surgery could do more to support carers and will be something the group looks at	Notes		
4. LR explained the various roles we have within the Surgery and how we work with the Primary Care Network (PCN) We discussed the PCN filled	All	Look at how we can promote what the Surgery has to offer across all age groups for our patients	

roles within the surgery and the value they add			
5. LR and SR mentioned the screens in the waiting room- look to see what material we could put on the screens	SR	Get the screens up and running in the waiting room with some useful information	
6. LR discussed our appointment system, length of appointments and how our Reception staff signpost the patients to the right clinician for them for there problem.	All	Feeds in to point 4 We will look to see how we can share more of this information	
7. Three key points were raised for us to focus on initially as a PPG- 1. Patient Communication 2. How to best use our AIGP hours 3. How patients book appointments As a group it was decided if we look at patient communication the other areas will feed in to this.	All	To be discussed at our next PPG meeting	
8. We will meet again on Monday 8 th August at 6pm to start looking at the actions points and plan steps for the PPG moving forwards	SR	SR to send invites to all original patients who wished to be involved	
9. Meeting closed 7.10pm			