**PPG Meeting Minutes** – 05.12.22

**Chair** – Leanne Hoye

**Minutes** – Leanne Hoye

**Attendees-**

Dr M Forshaw [MF], Angela Cornwall, Tom Forrester, Sue Kay

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**Apologies-**

**Agenda items:**

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| **Raised by** | **Agenda Item** | **Action Owner** |
| **Leanne** | **New Partners**Leanne informed the PPG that the practice would be gaining 3 new partners (a total of 14 sessions a week) from 1st May 2023 |  |
|  | **Accelerate**The practice re taking part in an improvement programme called Accelerate. We look at access, inefficiencies and appointments and see if we are able to make improvements for staff and patients. The PPG are welcome to attend |  |
|  | **Health Kiosk**The practice will be getting a health kiosk for Ashfurlong Reception, which will allow height, weight, blood pressure and a variety of health questionnaires to be recorded onto patient record without an appointment.The PPG suggested a launch day when it arrives, Health Awareness day and patients surveys could all be linked to this  |  |
|  | **Plastic Screens on front desk**There was a point raised that with COVID numbers reducing we may be able to remove the plastic barriers on the reception front desks. Leanne explained that due to the COVID measures still in place for health centre staff and the increase in violent behaviour from some patients, these would not be removed. Tom put forward that the screens may be perceived as more of a barrier than they actually are, therefore causing some of the unwelcome behaviours. Unfortunately, the staff would not feel as safe if these were removed.  |  |

**Date of next meeting**

30/01/2023 - 1pm

