**PPG Meeting Minutes** – 07.11.22

**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** |
| **Sue** | **Link for online services**Sue had received a link for messaging online, however whenever she tried to use it, it stated link expired. Correct link sent out and added to website. | **Leanne** |
| **Tom** | **Ear Irrigation**Tom asked why we no longer completed ear irrigation at the surgery. Leanne explained that practices are no longer contracted to do ear irrigation as part of their service, therefore patients need to be referred or go privately. This applies to all of Birmingham. |  |
| **All** | **PPG Recruitment**Discussions on how to improve PPG membership. We discussed that the PPG boards were out of date. We could have newsletters, hand outs on the front desks, open days and PPG support on Saturday mornings? | PPG to update boards |
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**Date of next meeting**

05/12/2022

