



**Lapal Medical Practice Patient Participation Group  
Record of Meeting held on Tuesday 4<sup>th</sup> July 2023**

**Present:** PL, CS, DS, DF, HT, JS, Jills, JSt, CC, SB.

**Apologies:** No apologies

**Minutes of the last meeting:** Were approved as a true record.

**Practice News:** The new Practice website is imminent, which will provide no overall visual change. Each Practice is able to choose their own format. HT may be able to access the web site to update etc. DS will advise. The 'footfall' element will transform to a triage element that is the same that the Practice uses to send text messages. The clinical query appointment request will be introduced. A certain amount of control will be available to ensure the smooth transition. DS will advise of the change via text messages.

The Pharmacists continue to administer 24 hour blood pressure checks

**Future Newsletter:** JSt and CC introduced discussion with regard to a quarterly newsletter. JSt emphasised how the promotion to access the newsletter via numerous avenues to ensure groups of patients are not eliminated was important. Promotion and feedback to as many patients as possible is crucial to ensure all inclusive feedback, as far as possible, to evolve successfully. Following extensive discussion it was decided to implement a first newsletter to assess reaction, then evaluate and continue accordingly. A short questionnaire may be applicable on the back page to access opinion. QDPR needs to be considered, along with copyright. Ability to access response is important. It was decided that a first edition would be produced, approved prior to circulation by DS/CS, then added to the web site, circulated, and feedback, possibly via the suggestion box in reception, to be evaluated for future issues. Thanks to JSt and CC for all their hard work in originating the idea.

**POPs:** Feedback was given to the group via PL and SB with regard to the Integrated Care Board Meeting. Information was forthcoming from this meeting with regard to various issues, however, no outcome was forthcoming as to how this was to be implemented. Also, it was suggested that PPG's were not working well, although this was not the generally the opinion.

**AOB:** Other than housing the PPG catering drinks equipment (which DS offered to accommodate) and the communication folder is currently being removed from reception as it is out of date, there was no other business.

**Date of Next Meeting:** 12<sup>th</sup> September 2023