



**Lapal Medical Practice Patient Participation Group  
Record of Meeting held on Tuesday 5<sup>th</sup> December 2023**

**Present:** PL)(Chair), Dr Clare Shooter (CS), Debbie Smith (DS)(Practice Manager), John Stow (JS), Jill Stow (Jills), Helena Taylor (HT)(Treasurer & Communications Officer), Julie Standing (JSt), Dorothea Fletcher (DF), Sue Bicknell (SB)(Minute Secretary).

**Apologies:** Christine Cartwright (CC),

**Minutes of the last meeting:** were signed as a true record.

PL opened the meeting with information regarding a potential new PPG member who will attend a meeting as soon as possible, and DS to forward the details to PL of another two potential members.

**Future Newsletter:** JSt thanked everyone for their comments regarding the newsletter. The intention is to keep the newsletter to two pages so it can be printed on one piece of paper. Also to try and keep the topics mainly generic to avoid items being out of date. Discussion followed with regard to content, and specifically flu, covid, pneumonia, shingles vaccinations etc. DS will forward relevant information to JSt, which is to be included, prior to publication. The newsletter will be circulated by inclusion on the web site, approximately 20 hard copies in reception with a notice detailing its availability. A visually outstanding heading will be added to draw attention to it.

**Practice Website:** HT is currently unable to access the website for administrative purposes. The website as a whole needs an overhaul, with many out of date items needing to be removed, and current items added. DS to send access link to HT.

**PPG Noticeboard:** The PPG notices will be placed on the noticeboard in reception in future, with a larger font to attract attention.

**Resuscitation Session:** PL has obtained the services of the person who administered the first sessions we organised, which will incur a donation to a charity for their services. The sessions could be held in the hall of St Peters Church in Hiplands Road, and would cost £35 for the hire of the hall, to include afternoon into early evening. It is intended that donations from attendees will be requested to help with the cost implication. PL to investigate time, number of sessions and availability with the person concerned, with either the 10<sup>th</sup> or 17<sup>th</sup> of April being potentially a suitable date. DF volunteered to do refreshments.

**Practice News:** In the future one of the receptionists may join the meeting and a copy of the minutes made available for them.

Difficulty in obtaining appointments was discussed, with several factors being responsible. It was noted that urgent appointments are dealt with in a timely manner. Stats for DNA's are still available and will be reinstated in the minutes in the future.

**Date of next meeting:** Tuesday 27<sup>th</sup> February 2024 at 6.30pm