**CEDARS MEDICAL CENTRE**

**PPG MEETING**: Wednesday 6th April 2022

**Present:** Ross Harrison, Tina Marley, Melody Dean, Carol Durber - Chair, Di Wigmore, Catherine Kennedy Christine Carter, John B Thompson, Derek Longhurst, Maureen Rees

**Apologies:** Mary Holford, Marie Cooper, Jenny Tyson

**MINUTES**

1. **Welcome –** Introduction and welcome around the table introducing Ross Harrison Managing Partner at Cedars Medical Centre a little background to his previous education and management of practices in and around the Stoke area
2. **Meetings** – everyone in agreement- we are a team the PPG working together with the surgery for the best outcomes for the patient. To be held quarterly with at least one member of the management team at every meeting. Date to be arranged well in advance to get organised with maximum attendance 12.00pm better for everyone rotate the days on occasions. PPG to meet 15 mins before to allow time for their own discussion. GPs to pop in to say ‘Hello’ talks by MSK and Social Prescriber etc? Tina or Mel to take minutes and circulate to all members
3. **PPG** – Open to all patients wanting to participate in meetings bringing a diverse range of ideas and experience and professionalism. NHS England promote PPG Groups. Some members of the team would prefer to be hands on working with the patient and Cedars team with promotions in house and in the community, Derek would like to look further into the work of CCGs especial with involvement with Wirral and what services would be available to patients in the area, would services decrease?
4. **Staff Structure**– discussed staff change, new staff joining the team, partners and lead Partner Dr Al-Sebahi, perhaps have photographs up in reception of each GP, they are available on the Website https://www.cedarsmedicalcentre.nhs.uk/
5. **Newsletter** – discussed quarterly newsletter – Derek happy to arrange😊
6. **Ideas to inform patients in surgery–** Newsletter, PPG noticeboard, table for events i.e Dementia Week,
7. **Helping Hands** – PPG to help with Patient surveys, vaccination clinics be visible to patients in waiting area
8. **GP Patient Survey**– Cedars gained 93% patient satisfaction which is brilliant, better than all local surgeries
9. **Social Media** – 1000+ patients follow Cedars Medical Centre on Facebook capturing a diverse range of patients, website constantly updated PPG to inform patients of changes and events with no access to social media
10. **Leaflets**- to be available showing services available to patients which can also be sent via AccuRX on a sms message to patients. Articles to be added to the Alsager Link? Some patients don’t read articles and throw away before even reading
11. **Carers Club** – Carol and PPG members very active in the community post lockdown, hoping to resume at a larger venue due to popularity Catherine to inquire at the library ??13 Club. Sharon and team to get involved. Healthwatch and courses available information available on website – ‘men in sheds’ EBHealth@everybody.org.uk
12. **Dementia Friendly** - Dementia Action Week 16th to 22nd May, Kath Reader sending over promotional paraphernalia PPG to promote in practice? No date yet for Health and Well being event, Kath Reader informed that PPG and staff would like very much to be involved

**Any other Business**

**On a lovely end note Derek has been impressed with the practice and has noticed a change in atmosphere, staff working together as a team, smiling and welcoming patients especially at covid clinics – all the Cedars Team and PPG working together**

**Ross – Cedars is growing as a surgery, and we are working hard to make the patient experience a better one**

**Date of Next Meeting: date to be agreed at 12.00pm. MR1 booking to be made in advance**