**The Arch Medical Practice PPG Meeting Minutes**

**Date:** 30.10.23

**Attendees:**  Lesley Hyde / Danielle Currier / PPG

**Apologies:** Matthew Jennison

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| **Points discussed:** | **Action to be carried out:** | **Action for:** | **Completed Y/N (to be updated at next meeting)** |
| Introductions – Lesley / Danielle and PPG members  | N/A | N/A |  |
| New PPG lead and secretary required for minute taking / Arranging meetings. | Discuss and enrolled a new PPG lead / No secretary just yet | PPG | **Y – Pam walker** |
| Planting and making surgery more welcoming / Fragranced plants outside / Planting bulbs | Send an SMS to all patients to see if anyone would be interested in helping | MJ |  |
| Building work – New clinical rooms / Admin move | N/A | N/A |  |
| Online Access / Surgery website / NHS App – How to book appts online and leave phone lines for elderly / vulnerable patients.  | Review website and look to simplify / Make it easier for PTs to navigate around | LH / MJ |  |
| New Staff – GPs and nursesDr Ganijee / Dr Goatman / Dr Mitchel – (Nurse – Kelsie) | N/A | N/A |  |
| Disabled Parking outside the practice | PPG to provide Feedback to Councill / Surgery to request better signage outside | PPG + LH |  |
| Ground Issues – Bin shoots / Issues / Rats / Flooding / damp in entrances etc  | Feedback to council / people to places | LH |  |
| New Re-call System / How it works  | N/A | N/A |  |
| Flu Vaccines / Uptake in area poor / Discussed ways in which we could advertise in local communities / supermarkets etc  | N/A | N/A |  |
| Trauma Therapy / Yoga – Discussed ACE scores (what these are) | N/A | N/A |  |
| Updates from practice / SMS messages etc | Look into why Pt`s not always receiving messages sent i.e.. Flu / Covid  | LH |  |