

Patient Participation Group Meeting

Held on Thursday 29th May 2025 between 1 – 2pm

Attendees:
Dr Naveed Akhtar (Senior Partner)
Vienna Read (Practice Manager)
Hilary Hart (Chairperson)
Alma Barnes
Farooq Dean
Rhea Posner
Agnes Josiah
Su Turner-Ross
Christina Heard
Gill Hopkins – Essex Wellbeing Service (Guest Speaker)

MINUTES

	Action
Intro each attendee Welcome/apologies Previous Minutes	N/A
Guest Speaker Gill Hopkins – Pathway Lead – Essex Wellbeing Service <ul style="list-style-type: none"> Services available for unpaid carers. Examples of support with health & wellbeing, stop smoking, weight management, health checks, counselling, support groups. Patients can self-refer via online form, telephone call or email. GP's are also able to refer. 	Separate attachments to be distributed with full info
Matters Arising <ul style="list-style-type: none"> Explained to new members PPG is a patient led group. Appointment bookings – not always offered the option of face-to-face/telephone, sometimes receptionists 	Chair to lead the meeting

<p>will only book specific appointment type despite request.</p> <ul style="list-style-type: none"> • Receptionists not always stating their name when answering calls. 	<p>To be discussed in internal admin meeting</p>
<p>AOB</p> <ul style="list-style-type: none"> • PPG positive feedback regarding new callback facility on phone system. Happy with how its working. • Discussed different patient apps for smartphones – NHS app. 	
<p>Date & Time of Next Meeting</p> <p>Thursday 4th September 2025 1 – 2pm</p>	