

STA PPG Meeting minutes/ Outcome

12th September 2024

Attendees: Rina/Adelina (CSU), Eleanor (GP trainee), medical students and Healthwatch

Chair: Shahana Uddin

Focus: NHP App/GP Survey and getting patients on online access & Mori Poll/Complaints /FFT results to discuss.

Unfortunately, despite PM emailing out to over 500 patients via email, posters and verbal invite not one single person turned up to PPG.

500 patients were emailed out that currently had a registered account on patient access but were not actively using it out of 2000 patient list size.

Team managed to activate 4 nhs app for patients in the waiting area and shown them how to use the app.