

## PPG meeting – 29.06.2022 - Online

**Attendees:** , Vivien Sieber, Della Sar, Diana Chandler, Andreas Kyrris, Alfie Abdul Rahman, Henrietta Ussher, Jenny Innes, Nigel Gibson, Rebecca Bradford, Robert Williamson, Sandy Jenkinson,

**Apologies:** Alison Phillips, Sanam Akram , Cecily Kirtland

### **Agenda:**

1. Introductions and welcome to new members
2. Description and aims of PPG and how to improve
3. Structure of PPG
4. Online access reviewed

#### ***1. Introductions and welcome***

There was a positive response to the invitation to join the PPG and a welcome was given to all. Some people responded to invitation but not at meeting - to be followed up.

**Action:** To contact people not at meeting to share minutes and invite to next meeting.

#### ***2. Aims of PPG and how to improve functioning***

PPG aims to be a voice to give feedback to the practice about what is working well and areas needing change. It should ideally represent the practice population but this has not been achieved, still missing the voice of people who are underrepresented. The PPG needs to be two way communication between patients and practice - various ways of achieving this have been tried, such as a Diabetes Information day in the atrium. Healthwatch is a link for PPGs across the country and there is a big variation in how much and what different PPGs do.

We discussed what new members would like to do and how to go forward. Ideas such as talking to people attending the practice to gain feedback, more information days - although difficult due to Covid.

Representation and how to engage patient population. PPG a minority - what are the barriers to membership of PPG and how to overcome? Various ideas discussed:

- Surveys of patient needs and views.

- On-site feedback when patients attend for appointments using PPG volunteers
- PPG to try and engage more with practice.

- Need to develop ways of communicating with non-IT users eg. printed newsletters.

- Need to develop more ways of letting patients know what the PPG is doing

Involve all practice services other than GPs.  
Improved use of social media for younger patients  
Keep website up to date and accessible

**Action:** Means to take forward ideas discussed? Vivien offered to set up WhatsApp group for PPG members to discuss ideas etc

### ***3. Structure of PPG***

Meetings every 2 months or so and times to be negotiated. Meetings outside working hours may access more people. Virtual meetings can be supplemented by face to face once or twice a year.

**Action:** WhatsApp group to coordinate next meeting dates and liaise with practice.

### ***4. Online Access***

Discussed and minuted at last meeting - the practice had to change online access to appointments and repeat medications due to safety and making sure appointments are with appropriate practitioner.

### ***Next Meeting***

Dates tbd