







PPG Meeting Actions/Minutes

Date:	12/07/2023	Time:	14:00
Attendees: Staff	Rebecca Buckner – Practice Manager (RB) Yvonne – Practice Receptionist		
PPG Members	Jerrie Gilder – PPG Chairman (JG) Jeannie de Jonk – Joint Secretary (JDJ) Jackie Woodgate – Joint Secretary (JW)		
Apologies:	Guiseppe Cannavina Jackie Whitehead		
Place:	St Mary of Magdalene Church, Gillingham Green		
Agenda:	<ol style="list-style-type: none"> 1. Introductions, apologies & closing of previous meeting minutes 2. Recruiting new PPG members 3. NHS App 4. Alternative Contacts for Patients 5. PPG Projects overview 6. AOB 		
Recorded by:	JDJ & JW		

	Description	Responsible	Deadline	Closed
	Actions			
1	<p><u>Introductions, apologies & closing of previous meeting minutes</u></p> <p>Introduction of staff and PPG members lead by JG & RB</p> <ul style="list-style-type: none"> - JW & JDJ did not receive a copy of the last meeting minutes – JG to forward - Outstanding actions from last minutes: <ul style="list-style-type: none">  Item 6 – contacting of other surgery PPG's  Item 8 – confidentiality agreements  Item 11 – meeting location <p>All other items on previous minutes were closed or are actions for further discussion.</p>	<p>JG</p> <p>RB RB JG</p>	<p>13.07.23</p> <p>ongoing 10.10.23 ongoing</p>	13.07.23
2	<p><u>Recruiting of new PPG members.</u></p> <ul style="list-style-type: none"> - It was discussed that recruiting for new PPG members would be ongoing. The following were suggested or to be revisited: <ul style="list-style-type: none">  Re-send text to all patients.  Update/ reposition Surgery Poster  Newsletter to be given to patients when visiting surgery – JW will produce template – content would need to be a contribution by all. 	<p>RB RB JW & ALL</p>	<p>Oct 23 10.10.23 ongoing</p>	

3	<p><u>NHS App</u></p> <ul style="list-style-type: none"> - Usage at Napier Road Surgery is 58% (higher than national average) RB said the aim is to get the surgery to 80%. - The NHS App is preferable to 'Patient Access' with more features. - Help and details can be found at the NHS website, use search for NHS App. - NHS England has told GP practices that they will need to offer automatic access to prospective patient records via the NHS App by 31 October 2023 <p>The following were suggested:</p> <ul style="list-style-type: none"> + Benefits of use to be included in newsletter + Surgery workshops to advise patients how to access and the benefits of using the APP. 	JW JG	10.10.23 Ongoing	
4	<p><u>Alternative Contacts for Patients</u></p> <ul style="list-style-type: none"> - RB said the surgery website lists alternative contacts to the GP and Practice Nurse. The Reception ask a few questions and help direct patients to the relevant service for the patients needs. - Full details of services can be found under 'Who should I see' on the surgery website www.napierroadsurgery.co.uk <p>The full list includes:</p> <ul style="list-style-type: none"> + Health Care Assistant (HCA) + Practice/Community Pharmacy + Community Car and Treatment Services. + First contact Physio (FCP) + Mental Health and Wellbeing Team + Eye Conditions. + District/Community Nurses + NHS 111 + NHS Website <p>The following were suggested:</p> <ul style="list-style-type: none"> + Promotion/awareness of the above services to be incorporated into the surgery visits in conjunction with the NHS App workshops. 	JG	Ongoing	
5	<p><u>PPG Projects Overview</u></p> <p>Start small and build big!!</p> <p>RECRUITMENT FOR PPG</p> <ul style="list-style-type: none"> + More members = better discussion 			

	<p>SURGERY NEWSLETTER</p> <ul style="list-style-type: none"> PPG Recruitment NHS App information Alternative Patient Contacts A day in the life of “[GP/Practice Nurse/Receptionist/etc]” Current NHS Campaigns <p>SURGERY WORKSHOPS</p> <ul style="list-style-type: none"> NHS App help and guidance Alternative contacts for Patients What is a PPG and what do we do. 			
5	<p><u>AOB</u></p> <ul style="list-style-type: none"> CQC Results – RB said the Care Quality Commission review had resulted in positive feedback for the surgery, they ‘smashed it’ A lot of hard work by the surgery team and a great result. Contact within the Group – if everyone is agreed and are not adverse to supplying their phone numbers a private Whatsapp Group for PPG members could be set up. Meeting frequency – it was agreed PPG meetings should be held every 3 months. Next meeting date – Tuesday 10th October 2023 @ 14:00, location TBC - but hopefully at St Mary of Magdalene Church. 	<p>JG</p> <p>JG</p>	<p>28.07.23</p> <p>16.09.23</p>	
6	Meeting Ends			