**Patient Participation Group ( PPG) : College Lane Surgery**

**20/11//23** – **Minutes**

**In attendance**

Jayne Vose (JV) - Chair & Minute Taker

Paul Vose (PV )

Lawrence Doyle (LD)

Sandy Gillian (SG)

Susan Smith-Wilkins (SSW)

Karen Merrey (KM)

Susan Gairns (SG)

Andree Evans (AE)

Meg Andrews (MA)

Dr Jordache Myerscough (DJM) - GP & Practice Partner

David Luckley (DL) - Mental Health Practitioner

Apologies

Emma Woodall - Deputy Practice Manager

Lindsey Bennett

Pamela Hanby

Don Saul

Barbara Cook

Stuart Ensor

Actions

DJM’s presented a practice presentation – we discussed giving ongoing feedback to the practice regarding performance. The discussion resulted in an agreed action to design a website form for the PPG to gather information - to be promoted via social media channels to collect feedback on the Practice on an ongoing basis. DJM to facilitate a meeting between JV and the Practice IT team (Dr Richardson)

The group agreed three key questions for feedback to be gathered:

- What do we do well?

- What could be improved and why?

- Any suggestions?

- Contact details to read - 'contact the chair’.

*– DJM/JV – Action rolled over to 2024 to be reviewed.*

**Feedback** collected to be added to PPG agendas as a permanent standing item –*JV/EW*

Annual Patient survey – DJM reported 31 responses for the Practice, with only one of the responses providing negative feedback.

Website – Friends and family feedback to be added to the front page of the Practice website to include quick links to improve access and responses – DJM & JV.

**Communications** -To optimise the website and reach of the PPG Group, LD to share his circulation list with EW for update and cross checking. PPG to consider linked opportunities locally to also be promoted e.g., health and wellbeing offer through the local parish council. *All –ongoing*

Discussion re the link to the National PPG group – SG agreed to circulate items of interest via EW to the group – *SG/EW – ongoing*

The point above raises a potential GDPR issue – we need to obtain permission to share information and use Blind copy mailing lists and ensure the chair has access to the agreed PPG mailing List – EW to review the existing list any amends to be agreed with DJM & JV

**Practice Team**

New staff members & additional service roles, DJM outlined additions to the team.

DL joined the meeting to outline his role in the practice, including links to primary care services, mental health sign posting and approach to a wide range of Mental Health symptoms from anxiety to self-harm.

**Forward Planning 2024**

**Ackworth Gala** – Following the success of College Lane practice attending the Ackworth Gala the PPG agreed to attend and support the practise at the 2024 gala. Planning to be discussed at the next meeting.

**Airmid** – DJM reported that Airmid is working well for the practice and that 60% of patients use the system well. The Practice do not wish to move to the Patches system as Airmid is well established and viewed positively by patients and the practice. All to consider ways to encourage wider take up for discussion at next meeting 2024 – All.

**Meeting schedule 2024**

It was agreed to lengthen future meetings to 90 mins to accommodate the breadth of the agenda. It was also agreed to hold 3 rather than 4 meetings per annum. With meetings to be held on the third Monday evening of the first month of that third of the year. Provisional dates for 2024 are as follows:

- Monday 15th April – 5 -6:30 pm

- Monday 19th August 5 -6:30 pm

- Monday 16th December 5 -6:30 pm

**AOB**

No AOB items were raised.

**Date of next Meeting**

Monday 15th April – 5 - 6:30 pm – College Lane Surgery