

Sixways Patient Participation Group – Friday 14th 2023 @ 12.30pm

1. Welcome and apologies.

Apologies: Mrs E, Mrs H, Mr M.

Introduction to Georgie (Admin Manger) and Carol (Medical Secretary)

Brief update regarding last meeting, which was joined by Kevin, Chair of PPG at Aspen who talked about their PPG and its philosophy.

2. Minutes of last meeting.

Informal meeting minutes from 03.03.23 approved.

3. “Chain of command” and acronyms explained.

Ceri explained chair of command within the NHS and to distribute copies of flip chart with minutes.

4. Practice Clinical Team.

As above.

5. Telephone call back system.

Sixways chasing phone company and digital team regarding switch-on of the call back system.

6. PPG principles – rules and goals.

Ceri briefly discussed PPG principles – not a forum for complaints but means for discussion in a positive way.

7. Terms of Reference.

Ceri explained theory behind contract between the PPG and practice.

8. Election of Chair and Secretary.

Roles explained on handout for discussion and to be decided at a later date. Ceri happy to facilitate if required.

9. Areas for discussion/involvement at next meeting.

X-ray glitches – Georgie to investigate.

“How do you know who your nominated GP is” – explained.

“Can people receive emails as opposed to texts?”

Spring boosters available to 75s and over, those living in Care Homes and over 65, over 12's who are immunocompromised.

Idea of “What's App” group for PPG members. Ceri will create the group.

10. Any other business.

Discussed meetings going forward; is the groups preference to meet in person, virtually or a mixture of both? Feeling among the room was to continue in person. Ceri advised that the waiting room could be used Tuesday – Friday from 1230 – 1330.

Next Meeting: Wednesday 17th May 1230 – 1330 at Sixways Clinic

Please email any agenda items for discussion to ceri.gardener@nhs.net by Wednesday 10th May