

Patient Participation Group (PPG) Chair & Practice Manager Meeting 25.09.2018**Staff Attended:** Sharon Ryan (SR) – Practice Manager**PPG Chair:** Joyce Green (JG) – PPG

Action Point	Completed		Notes
	Yes	No	
Suggestions for educational events from the PPG can be given to SR.	Yes		On-going
Places to advertise are to be discussed by the PPG to aid patients attending being made aware of the events.		No	To be completed.
JG will organise a PPG newsletter and will circulate to PPG members prior to sign off by the practice.		No	See today's minutes.
SR is to add the GDPR information to the practice website	Yes		Completed.
SR is to look into Survey Monkey for the PPG 2018 questionnaire.	Yes		See today's minutes.
SR is to organise the PPG open evening.	Yes		See today's minutes.

Evening Meetings

Agreed – SR will organise an education open evening once a quarter (for the first 3 quarters of the year) for patients. The last quarter of the year will be for patient survey results.

The events for next year will be:

- Quarter 1 – Asthma Awareness
- Quarter 2 – Alcohol Awareness
- Quarter 3 – Nutrition & Weight
- Quarter 4 – Patient Survey Results

This years event for the patient survey results will be held on 14.11.2018.

Action Point: SR is to organise the advertising of the patient event for 14.11.2018.
SR is to forward the dates of each event for 2019 to the PPG.
Ideas for places to advertise are to be sent to SR by the PPG to aid patients attending being made aware of the events.

PPG Newsletter

JG will start a PPG newsletter to cover the following areas:

- Online prescriptions
- Online appointments
- Did not attend (DNA) appointments
- Extended hour practices

Action Point: JG will organise a PPG newsletter and will circulate to PPG members prior to sign off by the practice.

PPG Questionnaire

Agreed – NHSE send out a national patient survey and collate the results etc. there is no need for there to be a PPG / Practice survey in house or via survey monkey.

The practice will continue to hold an open evening in the end quarter of each year to feedback the results of the NHSE patient survey.

No further action.

Action Points

- SR is to organise the advertising of the patient event for 14.11.2018.
- SR is to forward the dates of each event for 2019 to the PPG.
- Ideas for places to advertise are to be sent to SR by the PPG to aid patients attending being made aware of the events.
- JG will organise a PPG newsletter and will circulate to PPG members prior to sign off by the practice.