

Patient Participation Group (PPG) Chair & Practice Manager Meeting 01.10.2020

Staff Present: Sharon Ryan (SR) – Practice Manager
Michelle McDonagh (MMCD) – Practice PPG Lead

PPG Chair: Joyce Green (JG)

Agenda Item 1: PPG Meeting

- Unable to organise via MS team with a dial-in option. Agreed to contact Jill Prawyer re offer to organise meeting via Zoom.
 - Agreed importance of ‘rules of engagement’ for meeting, particularly as first virtual meeting. JG to put together a guidance list of & send to MMCD for inclusion on the Agenda.
 - Agreed on final agenda. New items:
 - Item 3 ‘Patient Communication’ - how we communicate with patients who do not have online access.
 - Item 4 ‘The way forward’ – how we organise future meetings / communications going forward
 - MMCD to distribute Agenda to PPG group on 05.10.20 once meeting platform & sign-in confirmed & ‘rule of engagement’ added.
 - JG & Jill Prawyer to liaise prior to meeting. MMCD to provide contact details to JG once Jill Prawyer has confirmed.
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Agenda Item 2 : PPG Newsletter

- Agreed Newsletter should include explanation that patients can access the flu vaccine at Chemists and that due to unprecedented times may not be able to get vaccine at surgery straight away.
 - JG drafting ‘patient journey process’
 - JG will distribute draft Newsletter at PPG Meeting on 16.10.20 for feedback.
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Action Points

PPG Meeting	<ul style="list-style-type: none"> ▪ MMCD to contact Jill Prawyer, Healthwatch, to arrange via Zoom with dial in. ▪ JG to draft ‘rules of engagement’ & forward to MMCD prior to Agenda being distributed on 16.10.20 ▪ MMCD to distribute Agenda to group on 05.10.20 once rules of engagement & meeting platform has been organised.
Newsletter	<ul style="list-style-type: none"> ▪ JG to continue designing patient journey process ▪ JG will distribute at PPG meeting 16.10.20 for feedback