

Draft Minutes of the Inaugural (1st) Meeting of the Melrose
Patient Participation Group Meeting

Monday 28th February 2022 at 5.30pm

Present:

Beverly Manton

Samantha Lethbridge

Kevin Boyle

Suzanne Buckner

Gary Bedford

John Missenden

Amit Patel

Oyiwodu Aje-Oitu - Teams

Apologies:

Richard Brighton

SL Thanked everyone for attending.

We went round the table introducing ourselves and gave everyone a brief background.

SL addressed some of the previous points raised at the pre-meeting on 4.10.2021

PPG email account started; ppg.melrose73@gmail.com

Confirmation that BM & SL happy to attend and support the group

Confirmation that a GP rep would be happy to attend when appropriate

A notice board can be made available for PPG use alone

The PPG is published on the website as mentioned in email sent on 31.1.2022.

Action: Add notice of future meetings

Copy of the newsletter shared for feedback

Reception is collecting email addresses if not recorded on medical record and gaining consent to use

2655 patients have given us consent to email as of 3.2.2022,

Teams available for anybody not wishing to attend face to face

CCG Funding available regarding Advanced Telephony, 3 webinars attended, CCG now reviewing. GB is knowledgeable in this field and offer advice if needed

- **Appointment of Interim Chair**

JM nominated KB as possible chair, KB agreed happy to take on the role in the interim, agreement was given by each member, no member challenged. KB mentioned having task and finish groups.

Action: SL was asked to make sure KB could access the PPG email and send him the details.

- **Appointment of Secretary**

The members were asked if anyone would like to take on the role of secretary, KB nominated SB who agreed if no one had any objections. No objections made.

- **Shared Email Address**

SB asked if everyone consented to their email address being shared between the group. All members signed paper slips,

Action: SL to email for clarity.

- **Terms of Reference**

SL shared three templates with the rest of the group, SB had a copy to discuss,

Action: KB to review all 4 and bring his suggestions to the group before the next meeting

SB suggested KISS - Keep It Simple Stupid

- **What is a PPG?**

Action: SL to send a copy to KB to review

- **Website**

KB reported PPG registration form not easy to find on website, BM explained it's a generic form used by all South Reading Practices and cannot be amended by individual practices. Patients can use the search facility by typing "patient Participation" the information and the registration form will be listed.

- **New Members**

KB suggested making a leaflet and taking it in turns to come into surgery to speak to patients in the waiting room about the PPG and inform them about what we are trying to do.

SB suggested send text messages to the younger generation to try and encourage some interest

GB suggested waiting until the Spring newsletter is ready to go out and send a text to 50 patients at a time with the date of next meeting attached

- **Social Media**

KB asked if we had a Facebook or Twitter account for the surgery, we explained this was not a good idea as it would just be used as a platform to bad mouth the surgery, SB confirmed she had seen evidence of this from other surgeries.

It was agreed not to go down this pathway

- **Frequency of Meetings**

It was agreed to next meet within 2 months and it would be the AGM, where future frequency would be agreed.

- **Newsletter**

Discussion on the first Newsletter. Need to change things around, remove items, add in other informative information. AP and JM to have a look at the Newsletter format and feed back to the group.

Action: GB to send his ideas to JM and AP. SL to send copy of the Newsletter to JM and AP

AOB

- **Improve Virtual Experience**

GB would like to help improve the virtual experience and help with setting up use of the projector which is already available at Melrose

Action: SL & BM to see if they can get working and will ask GB for support if issues found

- **Access Ramp**

BM reported we are still waiting to hear if our request for funding has been successful

- **DNA Statistics**

Need to be shared in the waiting rooms

Action: BM/SL to do statistics

Next Meeting: TBC

Tea and coffee will be provided 😊