**DINNINGTON GROUP PRACTICE**

**PATIENT PARTICIPATION GROUP MEETING**

**Held at Anston Surgery Monday 25th September 2023**

**In attendance:** Jacqueline Huggins, Eddie Parry, Pat Naylor, Joyce Cox, Valerie Morley, Amanda Samhan, Maureen Rogers, Kevin Boot

Kathryn Allen, Claire Keightley, Lauryn Elliott

**Apologies**: Andrew Watson

**Minutes of the last meeting**

Agreed

**Matters arising**

* Maureen was welcomed back to the PPG.
* It was confirmed that Eddie Parry is going to be the PPG Chairperson for the next 6 months.
* The terms of reference were agreed.

**Group Discussion on Communication Strategy of the PPG**

* It was agreed a WhatsApp group is going to be created so that discussions can be made in between meetings. The mobile phone numbers of those interested in this have been taken. Lauryn is going to set this up.
* It was agreed that a regular blog is going to be put in Yourmag and on practice noticeboards. This will include all sorts of information such as how to get an appointment, the importance of cancelling appointments to help reduce the number of DNA’s and any other information or facts which may be useful to our patients. EP has done a draft blog and emailed this out but unfortunately members were unable to open this document, he will circulate this back round in the body of an email so it can be read by everyone.
* It was discussed that work needs to be done by all members and work as a team, supporting each other and become more organised. Members agreed that the Whatsapp group will help with communication, and it would be a lot easier for things to get sorted and will be a lot easier to talk with each other.

**Meeting frequency**

* Members are unsure if the meeting should be held every month or every 2 months as there is spilt opinion. It was agreed to review this once the Whatsapp group is up and running to see how it is going.
* MR mentioned it could be a good idea to update the protocol for taking bloods, for those who are difficult to get blood from or those who don’t like having them taken. MR did a draft protocol a while ago and is going to try and find this then we can talk about updating this.

**Patient surveys**

* The patient survey was spoken about and it was agreed that the members are going to discuss what type of questions they would like on there and KJA is going to send out a copy of the old survey so they can compare and change the questions from last time. Everyone agreed that quick and easy questions would be most beneficial to help more patients engage with the survey and to keep it fairly short, so they are more likely to fill it in. One of the questions will be their age range to help filter the results to help see if any certain age groups have the same feedback.

**Flu Clinics**

* Flu clinics are round the corner and KJA asked if anyone else would like to volunteer for these and took the names of those who would like to. Members to confirm back to KJA on which dates they are down for. This will involve directing patients to clinic rooms, help to control queues, help them take off their coats and helping with any other queries.

**AOB**

* The Woodsetts Thursday club that takes place in the village hall was reminded to the members that they are welcome to attend, the next one is 5th October at 1:30pm.
* KB mentioned that he tried to arrange to go on the cancer awareness course but unfortunately, he had no response from the email address on the form. LE to investigate this and follow up.
* An upcoming hospital inspection has been circulated to members of the group to see if they are interested and is going to be forwarded to KJA.
* Members of the group would like to look into getting identity name badges. LE to look into.

**Next Meeting:** Monday 30th October 3:30pm