**Patient Participation Group Meeting – Thursday 21st September 2023**

**At Markfield Congregational Church**

Attending: Alan Bourne (Chair) (Alan B); Laura Gibson (Practice Manager) (LG); Angela Berry (AB); Cliff Kendall CK); Mary Pepper (MP); Rosie Woodland (RW); Carol Hill (CH); Nadine Kimberley (NK); Roy Isbell (RI): Jane Harwood-Scott (JH-S); Yogesh Thaker (YT); Robert Quiney (RQ).

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| **Subject** | **Description** | **Raised by** | **Action by** |
| **Welcome & apologies** | Alan B welcomed the members and Jane Harwood-Scott and Yogesh Thaker  Apologies received from Dr Chris Trzcinski; Barry James, Margaret Fieldhouse,  Mark Benoit, Daryl Pascall, Klaus Senkpiehl, Madeline Burrows, Gail Massey |  |  |
| **Minutes from the last meeting** | Minutes of the last meeting on 23 May 2023 were approved and signed by Alan B |  | All |
| **Matters arising** | 1.Saturday Clinics and Flu and Covid Updates - Nadine presented *the attached details for circulation*  Practice appointment procedures were discussed, including the Care Homes and it stressed the importance of covering the wider practice  For insurance reasons vaccines can only be given to eligible patients  2.AED Project – Thornton Community Centre had approached RQ for advice and links to relevant experts – he was meeting them on 21st September. RQ and MP are to discuss Copt Oak  3. Herald article – The meeting was pleased by the coverage for the Practice |  | NK  LG  RQ and MP  Alan B and LG |
| **Communication** | 1.New Telephone system. LG reported that it was working well with a good reception from users. There would be the usual bedding in adjustments. She welcomed constructive comments/experiences.  2.RI felt it timely to reactivate the PPG Communications Strategy group. This linked to the new Phone system and the updated Surgery Website. It was vital to look at all potential ways to improve and facilitate our communication with the public.  The September Herald article underlined the need for a clear division between Medical communications from the Surgery and Patient communications from the PPG, and for an established approvals process for all public information.  RQ endorsed this and stressed that communication must be two-way with the public being aware of how to contact a PPG member. There was an obligation for PPG Members to be openly available to the public. He confirmed he would be very happy to join the Strategy Group.  RI confirmed that the Group would meet and report back before the next Meeting.  3. LG confirmed that work on the updated Surgery Website was well advanced. |  | LG  RI  RQ  RI  LG |
| **Locality PPG Update** | Alan B tabled the *attached Update* and reported on proposed Zoom Meetings |  | Alan B |
| **Practice Update** | 1.Shingles Vaccinations: Eligibility has been updated – *schedule attached*  2. The Surgery Extension: Formal approval has been given, approval is only awaited from the Board and the Landlords  3. Ongoing plans for special events and specialist Hubs |  | LG and NK  LG  LG NK and Alan B |
| **AOB** | There was no AOB |  |  |
| **Next meeting** | Wednesday 22nd November at Markfield Congregational Church at 1.00 pm |  |  |

**Note**: **Attachments to the Minutes are highlighted in *italics***

**Note: To avoid confusion** **please can attendance apologies be given to Robert Quiney** – [**robertq@talktalk.net**](mailto:robertq@talktalk.net) **– 01530 610795**