Meeting Minutes

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| **Meeting Title**: Thursby Surgery PGG  |
| **Minutes**: 60mins | **Meeting 16/8/22** | **Meeting Time: 5:30pm** |

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| **Meeting Location:** | Thursby surgery  |
| **Type of meeting:** | PPG Meeting  |
| **Facilitator:** | Tina Coates, Eleanor Bardsley  |
| **Note Taker:** | Eleanor Bardsley  |
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| **Minutes** |
|  | **Thursby Surgery Staff** | **Patient Members**  |
| **Present:** | Tina Coates  | Ann Holdsworth |
|  | Eleanor Bardsley | Eddie Starkie |
|  | Rebecca Lord  | Kathleen Birtwistle |
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| **Apologies:** |  |  |
|  |  | John Moorhouse  |
|  |  | Shelby Veers |
|  |  | Sajda Majeed |

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|  | **Agenda Item** | **Discussion with Thursby Management Team**  | **Action** |
| 1. | **Welcome and Apologies:**Welcome – Tina Coates welcomed members, Rebecca Lord was also in attendance this week. Apologies – John Moorhouse , Shelby Veers, Sajda Majeed  |  |  |
|  | **Minutes from the last Meeting and Action**: |  |  |
| 2. | **Minutes need to be in a bigger font.**  | We agree with this statement and this has since been altered.  |  |
| 3. | **Event-** Tina explained who will be attending the event, social prescribing, and age UK. Explained why we have asked them to come- target older/vulnerable people from the surgery who may need additional support, especially since Covid.  | The event has been arranged for the 13th of September, as you are all aware. We have invited the social prescribers and the age UK teams to come to the event, and they are happy to run this even.  |  |
| 4. | **Information to pass to the patients-** We discussed that we wanted the PPG members to greet patients, assist in the event and use some information given by Eleanor and Tina, to discuss with patients to inform them of frequently asked information.  | Management was happy with this idea, and since have asked that we also use the event to promote flu and patient access.  | Eleanor and Tina created a sheet of information that the PPG can use for patients, copies will also be printed for patients to take.  |
| 5. | **Useful information filmed/recorded in URDU-** This suggestion came from sajda, who was not in attendance at the meeting, however passed the information to Tina. We can take information from the event and use one of our Urdu speaking receptionists to speak the information that we can then pass through to the Urdu speaking community. Kathleen suggested that we could also use clinical staff outside of the surgery to record information for other communities that speak other languages. Kathleen suggested a Physiotherapy she knows who speaks an Eastern European Language that we could record some information for our other minority communities.  |  |   |
| 6. |  **Develop facebook post to advertise the event.**  | This was discussed with Becky (practice manager), the post was developed between becky, tina and Eleanor and was added to facebook and a text was sent on mass to patients. A poster was also developed.  | The poster has been put up around the surgery to advertise and has also been added to the website. The facebook post was added to the surgery page with the appropriate information in, date, time and the nature of the event – promote information.  |

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| **Summary of Findings** |
|  | **Action** | **Owner** |
| 1. | Minutes need font to be enlarged  | Eleanor Bardsley |
| 2. | Event  | Tina, Eleanor , Management team  |
| 3. | Information to pass to patients  | Eleanor and Tina  |
| 4. | Useful Information recorded/videoed for different languages | Tina, Eleanor and Management team  |
| 5. | Develop Facebook post/ Advertising  | Eleanor, Tina, Management team.  |
| 6. |  |  |
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| 8. |  |  |
| 9. |  |  |

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| **Date and Time of Next PPG Meeting**  | **To be confirmed** |