**PPG Minutes**

**Date: 19/7/22**

**Attendees:**

Tina Coates

Eleanor Bardsley

Ann Holdsworth

Eddie Starkie

Kathleen Birtwistle

Sajda Majeed

Shelby Veers

**Absent/Apologies:**

John Moorhouse

**Agenda:**

* **Possibility of event at surgery for promoting services.**

|  |  |  |  |
| --- | --- | --- | --- |
| **Agenda Points** | **Discussion within surgery with Practice manager/Dr Y Naheed**  | **Next action for group** | **Actioned by** |
| * An information table in different locations/open days, information and promote the surgery, raise awareness for different issues.
 | (Please see point three for action) |  |  |
| * Sign outside to make patients aware there is CCTV and staff are watching so patients know that we are aware of the queue and dealing with it appropriately.
 | This sign has now been made and is pinned outside the reception of the surgery. | NA | Eleanor Bardsley |
| * Open day within the surgery, promote information. Patient access was highlighted as members of the group were not aware of this service, allow people to set up there and then at the open day.
 | After meeting a discussion was had with Tina, Eleanor, Practice manager, Dr Naheed regarding the next steps in making the event possible, decided to go ahead with an even in the surgery, for social prescribing, discussed this with the social prescribing team and arranged a date for this.  |  |  |
| * A method for dealing with bilingual patients, need to assist them efficiently, while making them feel valued.
 | This was relayed to Dr Naheed and Practice Manager and it was decided this was inappropriate to ask specific patients to come back at certain times to deal with their problems/queries. Almost contradicts the point by excluding them from normal practice.  |  |  |
| * Aware that reception area being open allows patients to also socialise with other patients, especially elderly patients.
 | It was discussed that reception is not a social area and due to covid and safety of staff, it is still not appropriate to open the reception area. |  |  |
| * Discussed the fact that minutes need to be passed to group before the meeting, so everyone is aware of the meeting’s agenda, and therefore don’t need to discuss the minuets in the meeting.
 | This was agreed in the meeting at all agreed that minutes need to be shared prior to next meetings so all members can read up and have copy.  |  |  |