

Patient Participation Group (PPG) Meeting Minutes

Date: 01/07/2025
Time: 13:00
Location: Manor Street Surgery
Attendees: SM – Practice Manager/Chair/Minutes
LM – Patient Services Manager
MC – PPG Committee Member
Apologies: SD - PPG Committee Member

1. Volunteer Role Descriptions

MC raised concerns that the current list of responsibilities in the advertised volunteer roles may deter potential volunteers rather than encourage them. SM agreed to revise the wording to make the roles more appealing. An updated version will be shared for further discussion and approval.

2. First PPG Committee Meeting – Core Members Only

It was agreed that the first meeting should be limited to core existing members only. SM will use this opportunity to introduce herself as the new Practice Manager.

There are currently 15 members on the committee. MC will draft and send the invite.

SM inquired about the demographics of the current cohort. MC confirmed that the group is primarily made up of elderly patients. SM expressed the importance of broadening participation to include more diverse patient groups, in line with contractual and inclusivity requirements. All agreed with this approach.

3. Meeting Format and Accessibility

SM proposed that future PPG meetings should be held either virtually, in person, or in a hybrid format to improve accessibility. MC suggested starting evening meetings at 18:30, finishing around 19:00 or shortly after.

MC will confirm with members whether an evening time is suitable. If not, meetings will be scheduled between 13:00 and 14:00.

It was noted that one member cannot currently attend in person due to mobility issues, as meetings are held in the upstairs boardroom. SM suggested relocating meetings to the waiting room to improve accessibility and will explore the possibility of connecting a laptop to the TV screen for those wishing to join remotely via Teams.

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4. Provisional Meeting Date

A provisional date of **29/07/2025** was agreed for the first core member meeting. SM will confirm RL's availability. MC will send the official invite once confirmed.

5. Practice Newsletter

The group discussed the frequency of practice newsletters. It was agreed they should be produced quarterly.

SM noted that significant changes have taken place in the practice recently, providing ample content. A feature on these changes and their benefits to patients will be included in the next issue which she will draft. MC will check if AG is willing to produce the newsletter leaflet. If not, SM is happy to complete this in-house.

6. Standing Agenda Items & Partner Involvement

SM asked whether standing items are included in each agenda. MC confirmed they are.

It was agreed that RL (partner) will be invited to attend the start of each meeting to provide a brief update from the partners and answer any questions from members.

7. Data Protection

MC will forward an article to SM relating to data protection and PPGs. SM will review the content to ensure appropriate data protection measures are in place.

8. PPG Communications

LM suggested establishing a PPG noticeboard. MC queried how the group would communicate with patients.

SM confirmed that communications will be shared through the practice website and printed leaflets, ensuring all patient groups have access to the latest updates.

9. PPG Email Access

MC will share the password for the PPG email account with SM to ensure appropriate access and oversight.

Meeting Close

The meeting concluded at 13:45.