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**Minutes of the meeting held 27/11/23**

1. **Present:**

ND, JI, PR, JC and JW.

1. **Apologies**

EB, JM, NS

1. **Minutes of previous meeting** – passed
2. **Matter arising**:
* Feedback from JM re the white boards which have been suggested for the waiting area, to include info for patients about current topics. JI to email re details.
* PR will chase up the Andy Club as we now have some contact.
1. **Intro of new members:**
* JC was welcomed as part of the PPG team, and we are very grateful for her help.
1. **Newsletter discussion-**
* we discussed the content and the layout of the draft that ND has created which looks to be something that will be an informative tool to get across useful info to patients.
* ND suggested looking into getting the logo on PDF so he can include it and also asking Jo for info on patient phone call number and DNA’s etc
* We discussed if repeat prescriptions could be 9mthly instead of mthly which would make the service more efficient
* We discussed Richard’s article about mental wellbeing and health and ND is going to tweak it in order to include a section on the newsletter
* A Healthcare navigator service was suggested but realised we need JM's input on this.
* JW will chase up the gathering of info on staff roles at the surgery for future newsletters.
* ND is going to suggest to JM that the PPG has its own email address and that members have lanyards to make ourselves more visible to the patients in the surgery

1. **DONM** – Wed 21/2/24