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**MINUTES**

**PPG meeting held at Stockwell Surgery 12/4/23 6pm**

Present:

Jo Molyneaux

Jane Ingleby

Phil Rogerson

Emma Ball

Hilary Mawhinney

Julia Wokes

1. Apologies: Nigel Davill
2. Jo thanked everyone for coming to join the PPG and presented an overview of the issues related to running the Surgery, that she thinks could be of interest and we discussed ways in which we could approach the various topics including:
* Highlighting patient non- attendance
* Promoting Pharmacy referrals from the GP Surgery

LINKS

https://www.nhs.uk-app/about-the-nhs-app

https://www.youtube.com/watch?v=kO5bwtZiF-c

* Encouraging patients to use the NHS app rather than email the Surgery. This is much quicker and easier for patients and the surgery when ordering prescriptions. Hopefully it will stop the surgery being inundated with emails.
* Flu vaccinations - Emphasising to patients that these clinics are run at the surgery and encouraging as many as possible to attend Stockwell Road as their venue of choice. This could go in the Autumn Newsletter
* The need for self- help events at the Surgery run by PPG, such as:
	+ Health and Wellbeing information
	+ Fit4Life
	+ Diabetes
	+ Dementia
	+ Walking group
	+ Carers awareness
* The promotion of other practitioners at the Surgery such as:
* Physio
* Pharmacist
* Health and Wellbeing Coach
* Social Prescriber

LINK:

https://northyorkshireccg.nhs.uk/wp-content/uploads/2021/11/GP-CPCS-Patient-Flyer.pdf

* To improve general patient awareness when booking an appointment
* LINK:

https://www.harrogateadvertiser.co.uk/health/gps-in-harrogate-these-are-the-15-surgeries-with-the-longest-waits-for-appointments-3938239

1. It was decided that a Newsletter, most likely quarterly, would be a good plan as our first option for tackling some of these points.

  It would need to incorporate practice stats, details of forth coming events,

 self- help articles and up to date advice on topical subjects for patients to read,

 in the waiting room, on the website or sent by email.

1. PPG to help with social media campaigns, updating the Surgery website.
2. PPG to set up a Patient survey – ideas on questions to ask-

 Jo suggested that MS forms was a good tool to use to collate the results.

LINK:

https://forms.microsoft.com/Pages/DesignPageV2.aspx?subpage=creationv2

1. GDPR was discussed

**Everyone was encouraged to think about ways to achieve our goals and bring ideas to the next meeting!!!**

1. DONM – 10/5/23 6pm

Other topics to be discussed at subsequent meetings:

* Volunteers for Flu clinics, Covid clinics etc
* Self-help topics including Hay fever, paracetamol, heat rash, travel sickness bug - Suggest Hay fever is a good one to do for the spring newsletter and then maybe the sun, heat rash etc for summer edition?? Suggest self -care be on each edition with a different topic