**Minutes of Patient Participation Group, PPG Meeting**

**Wednesday 3 April 2024**

**1 pm – 2 pm**

**London Road Surgery**

Those Present: Members of the London Road Surgery PPG and Robert Frew PPG

Chair of the PPG: Sue Bunney (SB)

Practice Manger: Grainne Donnelly (GD)

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|  | Welcome | GD |
|  | Background of group explained to member of the Robert Frew PPG and new member of group. | SB |
| 1 | **Minutes of the last meeting** – Actions from last meeting checked by Chair prior to this meeting and all in progress or completed - GD to put these minutes on website | SB/GD |
| 2 | **Update on noticeboard:**  Permanent wording with printer GD to follow up. It was decided that the group will go ahead with the two awareness raising notices for the board while waiting for the printed information to be completed. One will be related to Measles and the other to the project being run by Healthwatch and Essex County Council called Carers Voices. SB to send copy of posters to GD for printing. SB to then put posters on the board | SB/GD |
| 3 | **Questionnaire update:**  The group have so far asked 119 patients at the surgery six Yes/No questions.  These questions relate to the different clinical staff available at the surgery to see patients. This questionnaire is to raise awareness that patients will be directed to the most appropriate member of the clinical team to be seen or treated by the Care Navigators (Receptionists)  The group intends to reach 140 patients and will then display the results and reason for questionnaire on the PPG noticeboard. | ALL |
| 4 | A calendar of events has been produced and this was discussed at the meeting. The next awareness raising information on the noticeboard will be related the results of the questionnaire (see point 3 above) and information relating to three Pharmacies/Chemists who can now see and treat patients with the following:   * sore throat * earache * sinusitis * impetigo * shingles * infected insect bites * uncomplicated urinary tract infections in women | SB |
| 5 | A draft set of Terms of Reference was circulated at the meeting and will be emailed to the group for discussion agreement at next meeting | ALL |
| 6 | **Date of next meeting: Wednesday 1 May 2024** |  |