

PATIENT PARTICIPATION GROUP MEETING MINUTES

Location: Dr. Khare's Medical Practice - Stonydelph Surgery
Date: 16 January 2024
Time: 01.00pm
Chair: Mr M Topp

In attendance:

Dr Khare
Mr M Topp
Mrs C Topp
Mrs Lynn Cotterill – Care Coordinator

Apologies:

Mr N. Mandel.

Business:

1. Attendees proposed Mr Topp as Chair of the Group. He accepted the role pending the addition of any more qualified Group member.
2. Discussion took place on how to attract new members to the group.
Action – Mr Topp to design poster for surgery waiting room.
Staff to ask patients during conversation.
Invitation to be published on the website.
Offer light refreshments to attract patients.
3. Mr Topp presented information regarding starting up a PPG group.
Discussion took place as to the Group's aims and objectives.
Action – These need to be formalised and published.
4. The Surgery website was discussed, and it was noted that it needed further updates.
There have been a few cases where patients commented that information was incorrect, however on research, the website data was correct.
Action – Mr Topp agreed to look after the management of the website and bring information up to date as quickly as possible. Publish a request that patient telephone calls for repeat prescriptions are made after 11am.
5. The group discussed setting up a Facebook page to help communicate information out to patients.
Action – Mrs Cotterill to contact Redmond, the preferred Facebook provider for local practices.

Next Meeting:

20 February 2024 1pm