

# **Minutes of Patient Participation Group Meeting**

**Tuesday 12<sup>th</sup> April 2022**

**Present:** Mel, Carol, Karen

**Apologies:** Elaine, Janette, Michelle

## **Minutes from the last meeting**

Agreed.

## **Newsletter**

Although Michelle was unable to attend the meeting she produced a draft newsletter for the group to approve. The group all send thanks to Michelle. We agreed that Michelle does an excellent, and very professional job of producing the newsletter. As Michelle stated previously that she may not have time going forward to produce the letter we agreed that we should find out what package she uses, and try to recruit a new member who would be able to take this over. The group felt that the newsletter should be produced by a member of the PPG. While Michelle is able to produce the letter the group are more than grateful, but if she leaves or is unable to commit the time we will look to source within the PPG.

We agreed we need new PPG members anyway, and so will advertise on the TV screens. Carol mentioned the U3A and Karen will speak to Sponne School.

## **Friends and family test**

We received 339 responses. 98% would recommend us, 1 neither/don't know and 1 not recommend. All the comments we received were positive including "I felt reassured by the doctors (Dr Griffiths) and the 2 trainee doctors", "Professional, caring and competent. Thank you for looking after me today".

KW advised that funding for the texting system we are currently using to collect friends and family data will finish at the end of April. We are looking into alternative ways to collect the data. KW will investigate whether it can be done on the Emis app.

## **Building works**

The building works proceed and should be finished by the end of April. The second phase is still with planning.

## **Hearing aid bus**

Carol asked if we know when the hearing aid bus comes. KW said we will find out, and will advertise.

## **Watling Street pharmacy**

The Watling Street pharmacy has been closing for 2 hours in the middle of the day. We assume this does breach their opening hours rules. KW will advise the prescribing team.

## **Action points**

Contact Sponne School. Advertise for PPG members on TV screens and social media.