**Minutes of Patient Participation Group Meeting**

**Tuesday 14th March 2023**

**Present: Richard, Michelle, Karen, Karen, Beverley, Mel, Sheila, Julia**

**Apologies: Carol, Janette**

**Minutes of the last meeting**

The minutes were agreed. We have now been given the date of 21st April for the date when Jardines will take over from Lloyds in the Brook Health Centre. All other items from the minutes are on the agenda for this meeting.

**Friends and family test**

We discussed the results of the friends and family test. 97.3% of patients rated the practice as either good or very good. We looked through the comments. There were many very encouraging comments. Patients are happy with the efficiency and friendliness of the service. One patient said he found the appointment belittling. There was another lengthy comment from a patient, but this has been dealt with separately under the complaints system. We are looking for any trends that we can work with. Unfortunately the friends and family test has to be anonymous so we cannot go back to a patient who was unhappy with their appointments to find out where it went wrong for them. Partway through the month we changed the second question to ask how appointments are booked. A large proportion were via self-book text link and by phone. Only 7.8% were booked online. This is the area that we wish to work on.

**Newsletter**

Michelle will work on the next newsletter. We will have articles on:

* Encourage online use
* Hayfever
* How a physiotherapist can help
* Travel vaccinations
* Information about our facebook page.

**Helping patients to get online day**

On 25th March Mel and Michelle will come into the surgery to help patients get online. Michelle has created some posters which we will put up. We will advertise the event on facebook, and ensure that our staff can advertise the event to patients too.

Michelle has also produced a large poster encouraging patients to join our PPG which we will put up.

**Any other business**

For future newsletter put more information about the proposed expansion of the surgery.

**Next meeting**

Tuesday 11th April 2023 at 6:00 p.m.