

Patient Participation Group Meeting Minutes

Thursday 14th December 2023

Attendees: Sundas Ali (Social Prescriber)
Sobia Ambreen (Assistant Practice Manager)
Kerysyna Maria Styczynska-Hatney (patient)
Mollie Lilly (patient)
Betty Thompson (patient)
Raymond Dayton (patient)

Apologies: No apologies

Minute taker: Sundas Ali

- **PPG Chairperson:**
Participants have decided to nominate a chair for PPG in the next meeting.
- **Coffee Morning:**
Participants would like to arrange coffee morning within the practices premises to engage patients for local NHS survey. Social prescriber will support participants to set up one.
- **Online System:**
Participants raise concerns over new technology. It is hard for some patients to order prescriptions online and use NHS App. Sobia has offered patients to support and learn online system. Social prescribers can book a slot and help patients to learn the system.
- **Extended Hours Appointment:**
Mental Health, Smear, Asthma Review, Bloods and Physio appointment are available for patient to book out of hours (Monday to Sunday).

- **Care Navigators:**

The reception and admin staff are trained on care navigation system to help patients and direct them to relevant services e.g. Social prescriber, Care coordinators, Health coaches, MECS service.

Next PPG meeting: Wednesday 28th February at 1:00pm