

St.Andrew's Medical Centre

Notes of the meeting held on Monday 19th February 2024

Patient Representatives - David Marshall, Mary Skilling, Jayne Robinson, Mel Robinson, Clive Tayler

Surgery Representatives

Dr. Joanna Mulvihill

Marian Sowter

Susan Saunders

Apologies	Apologies received from: Rosie Serpis and Josephine Day
Agree Notes from last meeting, Update action plan	No previous notes to agree as starting afresh.
New Members	We have three new members to welcome, Jayne, Mel and Clive.
News from Medical Team	<p>Dr Mulvihill read out the updated terms of reference and agreed they will be put on the website. All present signed confidentiality agreements and agreed that the PPG chair would set up a WhatsApp group for communication amongst the PPG members.</p> <p>In line with other practices in the area we are moving to a more online presence and have two tablets in reception to assist patients with downloading the NHS App, where they can view their own medical records. NHS digital are coming into the surgery on 7th March between 10-12 to assist patients.</p>
PPG communication	<p>Need to sort out the noticeboards in waiting areas to promote the PPG and the allotment.</p> <p>Suggested that the friends and family test box and questionnaires is moved from reception and put on the table to encourage more people to respond.</p> <p>Suggestions on how PPG could help the practice included and education evening on a specific condition, clinicians to hand out patient information at the consultation to those who are not able to go online. Perhaps NHS digital when they are I could write a step by step guide on downloading App (visual guide)</p> <p>Contact patients asking if they were willing to help with computer skills in teaching less able patients.</p> <p>Leaflet or newsletter to patients informing them of our challenges, the surgery plans for the year ahead and 'what you as patients can do to help us'</p>
PPG Fund	The previous bank account has been closed as no fundraising for several years and the outstanding funds were used to fund the water cooler.

Allotment	Mary advised that they will be restarting on the 5 th March and really would like to encourage new members to join.
PPG Book stall	This has been reinstated recently and is very popular with patients.
Date of Next Meeting	Monday 17 th June at 1.30pm here at the surgery
Action points	<p>NHS App drop in sessions – Mel</p> <p>Collate a list of possible sponsors – David</p> <p>Sort out notice board in waiting room - TBC</p> <p>Update website – Sue S</p> <p>Create WhatsApp group – Rosie</p>

