**Ravenscar Surgery Patient Participation Group Meeting Minutes**

**Friday 14th April 2023**

1. **Attendees:** Lindsay Sanderson, Practice Operations Manager (LS)

Barbara Smith, PPG The Green House Surgery (BS)

Margaret Vickers (MV)

Chris Cowling (CC)

Denise Goodall (DG)

Anne Horricks (AH)

June Dickinson (JD)

Rob Hassack (RH)

Steve Frankland (SF)

Carol Watson (CW)

Dawn Campbell (DC)

Sue Simmons (SS)

1. **Apologies:** Hilary Deans (HD)

Philip Chisholm (PC)

1. **Introduction:**

LS welcomed the group and thanked everyone for attending. BS gave an introduction into the functionality of the PPG and what is expected. BS also informed the group of a Joint Participation Group that meets regularly outside of the practices which everyone is welcome to attend. BS recommended the PPG vote to elect a Chair and Vice Chair and all members agreed. BS recommended name badges are purchased for all members and LS agreed. LS asked for volunteers to undertake mystery patient surveys within the practice for valuable feedback to improve the surgery. LS asked for volunteers to implement a practice leaflet for the surgery, SF may have an old one that can be updated and implemented. LS updated the members on extended access provided by Redcar Coastal PCN to the practice outside of core opening hours. PPG members agreed this should be a regular agenda item. All PPG members agreed that this was a fantastic opportunity to shape the way forward for Ravenscar Surgery.

**Actions**

* **Circulate joint PPG meeting dates - BS**
* **Order name badges for the PPG members – LS via ELM Alliance LTD**
* **Circulate mystery patient surveys – LS**
* **Review of old practice leaflet - SF**

1. **Regular Agenda Items:**

LS listed items for regular discussion at the PPG meetings and this was agreed as a standard format. This can be altered over the coming months to suit the needs of the surgery and the PPG.

1. **PPG Communication:**

A discussion took place with regards to regular communication for the PPG. LS advised happy to send calendar invitations via email for meetings and meeting agenda/minutes and contact patients via telephone. CC suggested setting up a WhatsApp group for PPG members to save having to contact the surgery and . This will be reviewed over the coming months to agree on the best method of communication to suit everyone.

**Action**

* **Agenda item for the next meeting**

1. **Meeting Frequency**

PPG agreed to meet monthly initially. The group also agreed that a pre-meeting without LS in attendance would be helpful for all members.

**Action**

* **LS will send out monthly calendar invitations to PPG members**

1. **Date & Time of Next Meeting**

Friday 12th May 2023

Pre-Meeting – 13:30-14:30

PPG Meeting – 14:30-15:30

Ravenscar Surgery

**MEETING CLOSED**