PPG Meeting @ Hetherington Group Practice

13 September 2016

Present: RW, D D’N, (Lambeth PPG Network), RW, PC, SM, M J.

Apologies: DS

SM welcomed everyone and general introductions

SM indicated that the PPG used to have several active members but it is now a relatively small group with only 3 attendees on average at each meeting

**Project plans For PPG Listening Scheme**

The chosen topics are:

* On Line Access
* Flu uptake

Both will initially involve a patient monkey survey.

**Practice Web site**:

RW noted that the PM’s name was not particularly clear on the website.

PC clarified that the generic email was on the website & the PM’s name was evident under staff section.

**On line Access:**

Both GP’s & Receptionist’s to actively promote patient use.

**PPG recruitment**

The aim following more PPG recruited members is to recruit PPG chair and secretary, and place on website.

Actions:

Flyers - RW will help design (requires Practice logo) DS will email.

Hand out flyers with information and future meeting dates and agenda’s

(Minutes of previous meetings are on the websites).

Invite local groups to attend meetings e.g. Reading Group, Yack and Yarn and South London carers etc.

Advertise via text, notice board, website, practice TV’s, word of mouth.

Recruitment - SH has agreed to be reception lead to recruit new members, she will receive training.

**Flu Uptake:**

Invite all at risk in all the usual way, via Mjog, advertising, phone calls.

Joint Flu and Macmillan Coffee morning on Friday 14th October from 10.30am

SM will request Macmillan Community packs.

DD’N: PPG members who stay actively involved for 1 year are given a CCG badge which enables discount in many stores.

**Next Meeting**: Tuesday 13th December, 6:00pm at Pavilion Medical Centre