**The Neville Family Medical Centre**

**Patient Participation Group**

**Meeting Minutes**

**Tuesday 19th July 2022**

**Attendees**

Debbie Beels – Operations Officer at Practice

Tony Allman – PPG member

Michael Vesey – PPG member

1. Welcome and Introductions
2. What is a PPG? – the purpose of the PPG was discussed. DB explained some of the tasks which were undertaken by previous PPGs she has worked with along with the current PPG at Cheetham Hill Medical Centre. It was discussed and agreed that the PPG should be a independent group run by patients of the practice. It will work alongside the practice with the aim to improved patient experience and ultimately, patient health outcomes.
3. How often should we meet? - After discussion it was agreed that the PPG would meet quarterly. Our next meeting will be in October. We are very aware of trying to ensure that as many members as possible can attend the meetings. With this in mind, it was agreed that we would change the days and times of the meetings to cover mornings, afternoons and evening. DB will send out the exact date when it has been determined.
4. Electing a chair – The PPG will require a chairperson. This person will be responsible for chairing future meetings, agreeing agendas, contact members and generally being a bridge between the practice and the PPG. It was agreed in the meeting that, as only 2 members were present, the topic would be raised again during the next meeting when we are hoping more members will be able to attend.
5. How can you help the practice? - the wide and varied way in which the PPG could help both patients and practice was discussed, and some ideas were raised. It was agreed that once the group was established, we could start to look at how this will for this particular PPG.
6. Sharing Information – DB explained the importance of gaining consent from members to share their email addresses/telephone numbers with the PPG chair and other PPG members. We will never share your details without full consent and only in the relevant and appropriate manner. Again it was agreed that this would be discussed further during the next meeting when we are hoping more members will be able to attend.
7. AOB - a member discussed how they found the photographs of clinicians on the wall of the reception area useful. He also felt that adding admin staff would also be helpful. DB agreed to speak with Managing Partner Mike Neville about this this. It was also agreed that there should be a notice in the practice about the PPG, who was involved and what it did. DB will gain consent from members to have their names on this notice.