**PATIENT PARTICIPATION GROUP**

**INAUGURAL MEETING – TUESDAY 20TH NOVEMBER 2018 at 6.30pm**

# PRESENT

Dr. Jas Bhari – Partner

Mrs. Aija Selby – Practice Manager

Mrs. Linda Smith – Administrative Assistant

Marion Lenz

Eric Hitchcock

Peter Oakes

Caroline Collins

Wendy Jackson

Richard Galpin

Peter Curtis

Anita Patchett

Rob Kerr

**Apologies for Absence** – We received apologies from 9 people

**Introduction** - Dr. Bhari warmly welcomed everyone to this inaugural meeting of the Patient Participation Group.

As we have had a virtual PPG for some time now we wanted to see if there was an interest to form a face to face group. We thank everyone for their attendance.

All present introduced themselves to the group.

**Discussion -** Dr Bhari noted that the PPG is not a platform for grumbles and complaints but to work with the Practice as a critical friend to come up with ideas and suggestions on how we can improve things for all our patients.

The Patient Group should be representative of the whole practice population. A discussion was held on how to engage with the younger population.

A member of the group was interested on how patients give feedback to the practice. Aija explained that this can be done in many ways; such as Friends and Family Test, Paper, Online, Text Messages, NHS Choices, Facebook, Google reviews, Suggestion Box, Form on website and by letter. Aija went on to explain that some of this feedback can be shared with the group if consent has been given.

Further general discussion was held on how this new group could progress and what would be expected of them. Those present were asked if there was anyone interested on taking on the role of Patient Participation Group Chairman and the role of Secretary.

The NAPP Website (National Association of Patient Participation) is a website worth looking at <https://www.napp.org.uk/overview.html>

They are the UK umbrella organisation for patient-led groups in general practice.

Eric Hitchcock indicated that he would be happy to take on the role of PPG Chairman, with Rob Kerr acting as deputy and Marion Lenz noted that she would be willing to take on the role of Secretary.

It was agreed at this early stage that the group would meet every 8 weeks

Dr. Bhari closed this meeting at 8.15pm thanking everyone for their time and interest.

**Date and Time of next meeting:**

Tuesday 29th January 2019 @ 6.30pm – Health Education Room, Lakeside Healthcare @ Yaxley

**PATIENT PARTICIPATION GROUP**

**MEETING – TUESDAY 29TH JANUARY 2019**

**AGENDA**

1. Welcome to David Parkes, Chairman of the Greater Peterborough Patient Forum.
2. Apologies
3. Receive the minutes of Tuesday 20th November 2018
4. Any matters arising from the minutes
5. Complaints/Compliments Feedback from Patients
6. Any other business
7. Date and time of next meeting.