

Wide Way Medical Centre

Patient Participation Group Meeting

November 2019

Welcome & Introductions	Mohan Sekeram, Dawn Defontaine, Sylvia, Lynne, David C, Avril, Dave B Apologies: Yvonne & Irena
Practice Update	Dr Bennet starts maternity leave in November 2019.
Staff Update	Dr Imran Ali & Dr Gloria Ochekwu started with the practice this month.
Patient Participation Group Update	PPG attendance We agreed to continue with afternoon meetings (3-5pm) for the winter months to encourage better attendance rates.
Group structure	David C will provide a list of patients who previously came to PPG meetings to invite them to come back. Dr Sekeram proposed we appoint a co-chair and a vice-chair to support David C in his capacity as chair of the PPG. We appreciate the work David has put in, maintaining the ethos of the PPG over the years. The group agreed to appoint Dave B as Co-Chair and Lyn C as Vice-Chair. The chairs will share contact details, agree agendas and take it in turns to chair the PPG meetings.
Wide Way Walkers	Agreed that walks will take place on the first Thursday of every month. Next walk 5 th November 2019. We will use Commonsides Community Centre as a base.
Patient Education Events	Is it my heart? Chest pain event 21 st November 2019 7-9pm. Warm and Well Event 28 th November 2019 11am-1.30pm. Flyers and posters are available. The practice will be sending an sms to our patients inviting them to both events.
Notice Boards	The PPG have requested a staff notice board with pictures and information about clinical staff. A PPG member has volunteered to overhaul our notice boards, Dawn will be liaising with them in the coming month to organise the work. There is a board available for the PPG to post information about upcoming events.
Digital Services	Members of our PPG have volunteered to help patients access the online services available to book appointments, request medication and view their own medical record. We've had a training workshop, learning the different functions of the various apps and our practice website. The first work shop will take place at the Mince Pie

Mince Pie Mornings	<p>Morning.</p> <p>Lyn C suggested a Mince Pie morning to invite patients in to learn more about the PPG, local events and the online services. We agreed Friday 13th December 9.30-11.30am.</p> <p>Dawn will organise posters and an sms message to patients to promote the PPG event. The PPG digital volunteers will be on hand to demonstrate the new website and the other online services.</p>
AOB PCN PPG Meeting	<p>We met with representatives from the other PCN practices PPGs in September. We have appointed Joan H as chair of the PCN PPG. We are promoting the patient education events as PCN-wide events. Our next meeting will take place in January, dates to be confirmed.</p>
Dates for the diary	<p>Is it my heart – Thursday 21st November 7pm-9pm</p> <p>Warm and Well – Thursday 28th November 11am-1.30pm</p> <p>Wide Way Walkers – Thursday 5th December 11am</p> <p>Mince Pie Morning – Friday 13th December 9.30-11.30am</p> <p>PPG meeting –Friday 10th January 3-5pm</p>