# Chafford Hundred Medical Centre

## Patient Participation Group (PPG)

## Thursday 31st August 2023

Present: Roger Passfild (Chair) Terry Brown, Stacey Franks and Dori Tillett (Practice Manager)

Last months minutes – agreed

Terms of Reference – SF enquired if we have them? Dori replied yes. **Action: Dori will bring to next meeting**

Newsletter -it was asked last month if this could be batch emailed and was an action for Dori. This is not possible. Content for newsletter should include flu date and information on new COVID vaccination and sites it’s being done at.

Suggestion box – this is back in reception and has been since April.

The PPG has a board in reception which the group can use to update patients on any news/updates we should use this to advertise patient group. This way anyone asking at reception can be signposted over to look at board.

PPG meeting times – these should try to be varied to see if we can attract more patients to attend including evening meetings

Roger updated us on the health watch visit to the practice he came in on Tuesday 22nd August and fed back session was quite successful. He would like to have these sessions monthly leaving different guests. Some suggestions were Dementia, Macmillan, mental health (MIND) and Diabetes. Re Macmillan content could be sensitive so will need a room **Action: Roger will liaise with Dori to sort a convenient date when a room is available.**

Terry mentioned he attended the PPNG ( network patient group) on behalf of the practice. Meetings are quarterly. Two reps can attend from any practice so Roger may join him next time. Terry reports it was the first meeting after lockdown. Meetings are quarterly Terry will share back with this group anything that is relevant. The chair of the network PPG is Kevin Brice email: [kevinbrice1962@btinternet.com](mailto:kevinbrice1962@btinternet.com) **Action: Roger/ Terry will invite him to a future practice PPG meeting. Next PPNG meeting is 18/12/23**

Local Groups / clubs – Roger is going to attend TORS ( over 50s group which organises activities for members). We also discussed U3A (university of the 3rd age) Terry attended the last meeting which had a good turn out (in excess of 150) these have links to many different clubs and activities to suit all ( crafts, singles, bowl, day trips ) to mention a few. Would be useful to get someone from this group to attend a PPG meeting. Would be good to add information on this group to newsletter **Action: Roger will contact get some literature on it.**

Dori updated the group that appointments can now be booked via reception as well as on the phone and NHS app again as the pilot to make appointments only bookable on the phone was not successful. You can still use Consult on line as an alternative although you need to do this early as practice has to control workload still in order for clinicians to work