**Midway Patient Participation Group Meeting**

**11th February 2025, 7pm, Midway Surgery**

Present: (ST) (Practice Manager), (EJ) (GP Partner), (IR) (Chair), (SB) (Secretary), (SL), (DB), (PW)

Apologies: OS , SB

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| **Agenda item** | **Discussion** | **Action** |
| 1. Welcome and apologies
 | Apologies: (OS)SB– SB has informed the PPG group that she is stepping back for now due to family reasons and hopes to rejoin in the future.  | Secretary to take SB off the PPG circulation list |
| 1. Previous minutes
 | Agreed as an accurate by the PPG members present at the last meeting |  |
| 1. Matters arising (including update on action points)
 | 1. Green impact toolkit – OS, ST and SL met to set ground rules for looking at the toolkit, SL has assigned the tasks initially to herself and they have been allocated to ST to action on behalf of the surgery.
2. Good suggestion scheme – box in waiting area, managed by MT, staff aware, message to be put on screen and to have a message on the wall to direct patient attention to the box
3. Recruiting new PPG members/secretary role – initially recruitment to the PPG was linked to the communications sent out regarding the surgery extension plans. The surgery would like to send another message about recruitment to the PPG but want to link it with the patient questionnaire so want to wait until that is sent out. ST is not able to update the screen or the newsletter currently so no further messages about recruitment have been sent out yet. SB reminded the PPG this was the last meeting of her agreed year as secretary role. ST agreed to take minutes as an interim measure until a new Secretary is in post.
4. Patient questionnaire – no further forward yet, likelihood is the appointment system will change, and a patient questionnaire will be sent out to get feedback from the patient group, ST to contact the PPG for feedback on the questionnaire/format when the surgery has developed their plans for a new appointment system. ST fed back on an alternative appointment system which is working well in Hatfield, patients without computer access or requiring help with completing the forms can access that in person or over the phone with the receptionists. Some appointments can still be booked e.g. with nurses for vaccinations/smears etc. No timeframe at the moment, currently looking at software, other practices that have used the systems etc. Communication to the patient group will be important, PW suggested the use of a flow chart to help patients understand the new system and highlight the benefits. It will be important to have a system with better capacity in the future to manage additional patients from the new housing developments in the local area
5. IT session – to be organised after the computer/appointment system has been updated
6. Health and Wellbeing event – see agenda item 6
7. PPG Newsletter – see agenda item 5
 | ST to work through allocated tasks and involve other staff members ST to discuss with MTST to try and get instructions on how to update the screen in the waiting room and newsletter then to use these to recruit new members to the PPGST to contact PPG when she has further information on the questionnaire |
| 1. Update from GP practice
 | Flu vaccinations have been completed but the uptake was lower than previous years, RSV vaccinations have had a greater uptake, Covid spring vaccines will be starting soon. No staff updates |  |
| 1. Newsletter
 | SB and PW completed articles for the next newsletter | ST update newsletter and then compile the content |
| 1. Health and Wellbeing fair
 | SL has been liaising with St Albans United Reform Church - Greenwood, and they have quoted £170 for the church and hall for the morning. The hall is new, with a kitchen and is a flexible space that would meet the needs for the health fair. The dates have been held for us of the morning of the 21st or 28th June. The PPG agreed the date of the health fair as 28th June and ST is happy to be a contact for the surgery and agreed the surgery would pay the cost of the hall hire. A subcommittee of IR, PW, SL, DB and SB have been meeting and have allocated charities/organisations to contact bearing in mind the space in the hall and to keep the event of interest to all age groups. ST/EJ have been discussing the health fair with the GP practice staff and some of the members of staff may be able to help with generic health talks e.g. vaccinations. It was agreed that individuals promoting their own businesses would not be invited. Parking is limited at the hall, but people can park in the surgery car park.SB raised issue of including NHS App training for patients, PPG agreed this was a good idea and practice could send out invitations to the event to patients, with the possibility to book appointments ST/EJ to get volunteers from the surgery to help with this.Suggested contacting local schools for help with designing promotional material for the event. Having someone to open the event was discussed. To see if Daisy Cooper or Annie Brewster are able to attend the event | SL to confirm hall booking for 28.6.25 and get invoice sent to STIR to look into funding for the event and advertisingIR, PW, SL, DB, SB to contact organisations agreed the subcommittee and to give ST contact details if requiredEJ to contact Park runST/EJ to liaise with surgery staff for volunteers to help at the eventIR to contact schools to see if they can help with design/social mediaIR to contact Daisy Cooper/Annie Brewster to be at the event |
| 1. Heather Aylward
 | Public Engagement Manager – IR to contact re health fair and ST to contact re HA attending the next PPG meeting | IR/ST to contact Heather |
| 1. Action plan for next meeting
 | Green impact toolkitSuggestion box Recruiting new PPG membersNewsletterPatient questionnaire/change in appointment systemHealth and wellbeing Fair |  |
| Date of next meeting | Tuesday 20th May 2025, 7pm  |  |