



The Rushey Green

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DR JUDY CHEN

MRS. GILL SULTAN

DR ALBERTO FEBLES

**Patient Participation Group Meeting
Tuesday 8th December 2015**

Minutes

1.	<p>Present Mia Labelle - Practice Manager –PPG Lead Laura Siuskaite – Apprentice Administrator</p> <p>Apologies</p> <p>PPG Group MS,TG,AS,ED</p> <p>Guest Speaker Gill Winters</p>	
2.	<p>Agenda Items Discussed: Welcome and Introductions Dementia Friends – Gill Winter Surgery Updates Website Work Plan for 2015 -2017 AOB</p>	ML
3.	<p>Welcome and Introductions Round Robin of introductions.</p>	ALL
4.	<p>Dementia Friends – Gill Winter GW Explained: Dementia Friends Information Sessions are run by volunteer Dementia Friends Champions, who are trained and supported by Alzheimer’s Society. Each Information Session lasts around one hour. You will learn more about dementia and how you can help to create dementia friendly communities. There are information sessions running across England and Wales.</p> <p>GS: wanted to organise a date to come in and have a Dementia Friends training session at the practice. All PPG members in favour and they would like to attend the session.</p> <p>GS to communicate with ML to organise a date in January before her contract ends.</p>	GS



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5	<p>Surgery Updates</p> <ul style="list-style-type: none"> • New Staff: Karina –Office Junior • Reception Manager • Nurse Practitioner • Physician Assistant • Partition in reception area. • Telephone Line Plans • Employment Plans for new Receptionist 	ML
6.	<p>Website ML: Informed the PPG members that Dr Judy Chen in the process of updating our website. MS: Asked to have a demo of the website before the website goes live.</p>	ML, Group
7.	<p>Work Plan for 2015 -2017 ML: Shared the key points from the away day work plan with the PPG and will share via email along with the PPG minutes.</p>	ML
8.	<p>AOB</p> <ul style="list-style-type: none"> • Patients worried about the lights outside. ML: explained that we have plans to install new lights before the New Year. • PPG Chair MS shared the updates that she got from the practice meeting. New Website, 3 day turn over for discharge letters and how informative the practice meetings are and how comfortable she felt to say anything freely. • PPG members wondered if we could change Online Patient Access username as it is very long, ML to investigate and get back to PPG members. • TG wanted to make regular updates for the practice on our social media sites and would work closely with ML. • Recruit a volunteer for campaigns. • TG wanted a healthy food option when coming to the PPG meeting. 	ALL
<p>Date of Next Meeting: Tuesday 12th April 2016 7pm to 8pm</p>		