



**Oakhill Medical Practice
Patient Participation Group Meeting
Thursday 30th November 12:30pm**

PRESENT	
<u>Practice Representatives:</u> Juliet Borrill, Practice Manager Caroline Clarke-Mason, Practice Administrator	<u>Patient Representatives:</u> Nick Welch Jan Dakin
<u>Apologies:</u>	Next Meeting: agreed by all February 29th 2024 at 12:30pm

Minutes of Meeting

Opening and Welcome:

Juliet opened the meeting introducing herself and welcoming all to the meeting.

Practice:

- ✚ Needs positive ideas from PPG meetings as previously more negative.
- ✚ New ideas and ways for PPG to be involved in the practice.
- ✚ Think about patients who have a misconception of GP Practice
- ✚ Promote how open and approachable we are.
- ✚ Promote continuity of a small family practice.
- ✚ To get away, distance ourselves from any Social Media comments and promote the practice as first point of contact for any issues they feel they need to raise before taking to social media.

Nick:

- ❖ Has a vested interest in re-booting the PPG Group.
- ❖ Feels previously unsupported as leaning towards more virtual and given the age of our population not practical, however, may stand more chance now since Covid.
- ❖ Prefers more positive meetings, felt previously somewhat negative.
- ❖ Offered to return as chair of PPG if no-one else is available.

Jan

- ❖ Explained her interest and previous experience in General Practice as previously a practice Nurse.

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Action plan:

- Posters to be added / updated to the PPG noticeboard.
- Add contact details of PPG chair, maybe add photo also to Website to notify patients who they are.
- Try to advertise website more as most patients maybe unaware we have one.
- PPG members to help carry out patient survey in waiting room – dates agreed.
- PPG recruitment drive, if possible, would ideally like a few more members.

Questions:

- ? Any investment opportunities for the fabric of the building, eg: flooring in the waiting area, as it now looking tired and worn.
 - **PM, Juliet to take to next partners meeting for discussion.**

Agreed:

- ❖ New chair person: **Nick Welch**
- ❖ **Next meeting 29th February 2024 at 12:30pm**

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