**Minutes of Patient Participation Group Meeting**

Date of meeting:  5 September 2022

Time: 5pm

Location of meeting: Sprotbrough

Apologies: JB, RLC, IC, AT, LH

Chair: DFH

Attendees: Debbie Forbes-Hughes (Practice Manager), Erin Watson (Care Navigator) LH, SH, CB, Rev. J & SJ

**Actions**

Debbie thanked everyone for joining today.

1. Minutes of previous meeting

Everyone confirmed previous minutes were a true record of the meeting.

1. Patient feedback

Debbie encouraged everyone to look at the National Patient Survey results, which had recently been released. The practice were happy with the results and confirmed the results had been shared with the full team.

The Practice Go Green Project was still ongoing and Dr Hubbard and Jake Bertie (Pharmacist) had undertaken more home visits to look at medicine waste with patients in their own homes.

Patients had recently given praise to the practice and this was shared with the group.

1. Social Media meeting feedback

The recent meeting with Great North Practice Facebook Administrators was discussed. Our PPG expressed preference for DVH to continue being responsible for posting materials on the practice FB page.

1. Online consultations:

Unfortunately, no one in the group had any feedback on using the online consultation facility which is available on the practice website. Debbie updated the group on the promotion of this facility and welcomed feedback at future meetings.

1. Donation to help reduce the effects of Poverty (3,519.79)

It was agreed the donation above should go to a local foodbank.

1. Any other business

A discussion was held regarding the automated response when ordering prescriptions. Mrs Hallam agreed she would ask the person who raised their concern with her to contact Debbie **LH**

Debbie explained the practice were not able to offer flu and covid vaccinations at the same time at this present time.

A suggestion was made to update the message on the prescriptions. Debbie agreed to look into this. **DFH**

7. Next meeting

Monday 16th January 2023, 5pm at Sprotbrough site