

Rowhedge and University of Essex Medical Practice

PPG Meeting Minutes 16.04.2024

Chair: Victoria

Minutes: Victoria

Present: Ken, David, Keith, Richard, Steve, Tania, Carolyn, Victoria, Maureen

Apologies – Sara, Stephanie

This meeting is a forum for the practice and patient members to communicate, bring ideas, suggestions, and improvements to the meeting for discussion.

Introductions

Agenda Date	Details and Action Needed	BY Whom	Outcome	Date action completed
16.01.2024	Cancellations – is it possible to have another telephone number for cancellations?, or for the text confirmation to include text 1 to accept text 2 to cancel appointment.	VS	This has been investigated, unfortunately there isn't the facility on the telephone system to have another option, and using another mobile number wouldn't be an option	
16.01.2024	User Manual for new patients at the practice to include out of hours service, NHS App, info on colte partnership, opening hours, services offered.		Requested from Colte 05.04.2024	

Agenda

1) Ideas of improvement –

- **What a day in the life of a GP looks like** – provide the PPG with what a day looks like, what the frustrations are, and what health issues people are coming to the surgery for – Can we run a campaign for better knowledge ie go to the Pharmacy for a sore throat? Could the surgery send out an annual communication of whats appropriate to come to your GP for.
- **University representative** – Reach out to the Health and well being team at the university to see if they can encourage Uni students to come forward and present the Uni community – **Action Victoria**
- **Active practice** – The practice would like to apply for active practice status, supporting patients and staff to lead healthier lives. There are local groups within the community we can encourage patients to attend.

AOB:

- Maureen Phillips – PPG overview – Maureen is the PPG chair for West Mersea. Maureen currently dedicates 2 half an hour sessions per month to the PPG work. The Small management team have a monthly meeting for approx. 1 hour, then have a Bi monthly meeting with the wider PPG audience (this is generally carried out online). Maureen suggested running an online survey to see what patients preferences are with regards to meetings. It was agreed

the Rowhedge PPG will remain quarterly whilst its in its infancy, this can be reviewed as we become more structured if required.

- As the surgery is now open at lunchtimes, it was suggested that we revert back to evening meetings.
- Electing a chair person –David and Steve are both interested in being Chairman, therefore it was agreed that they will have a chat together to see what time each person has, and where they can support the PPG.
- Terms of reference – attached

Next meeting: 20th August – Would the committee prefer this to be moved to September as it is holiday season?

Chair: Victoria

Minutes:Victoria