**Minutes of Patient Group Meeting**

**Wednesday 7 February 2024**

**1pm – 2pm**

**London Road Surgery**

**Patient Group members: London Road Surgery**

**Practice Manager:** Grainne Donnelly (GD)

Attachments to the Agenda: Self-Referral Services

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|  | **Welcome** |  |
|  | Grainne welcomed everyone to the meeting. |  |
| 1 | **Minutes of the last meeting** |  |
|  | All minutes now on website. |  |
| 2 | **New Chair – Sue Bunney**  **Role of the Patient Group** |  |
|  | Sue spoke about working together as a Team to work with the surgery for campaigns and to support patients. She also discussed attracting more members including parents of children and young adults, so we can include all their views.  Also discussed was a Patient Survey so that we can find out what everyone wants the patient Group to do. We need a mission statement and work towards drop-in sessions and having health campaigns across the Town so maybe write to the other practices so we can run similar campaigns at the same time. |  |
| **3** | **Action Plan for PPG**  **Calendar of Events for 2024** |  |
|  | Further discussion around having a Calendar of Events for 2024 and survey questions to hand out. GD to assist with this.  GD to set up a PPG email.  Survey questions reviewed.  Sue to meet with GD to discuss the Patient Group Notice Board  Cancellation Line discussed and new software to be added to our Cloud Telephony System to sign post patients to NHS App or Pharmacy or to do an online consultation. |  |
|  | **Mission statement: Right Treatment by the Right Clinician at the Right Time, in the Right Place**  **Care Compassion Quality Safety Inclusivity: Patient at the centre of what we do** |  |
|  | Close of the meeting |  |
|  | **Date of next meeting: 6.3.24** |  |