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| **Date:** | 27/11/2023 |
| **Attendees:** | NS, AH, DT, DF, RW, CM, JR |
| **Apologies:** | TP  |
| **Place:** | **The Loxford Practice** |
| **Agenda:** | * Introductions and actions from last meeting
* Overview, Updates, Discussions and AOB from PPG members
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|  | **Description** |
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|  | **Chair: Derek Tuitt** |
| 1 | **Actions from the last meeting :*** To arrange further sessions of Dr IQ:
* To review how we can communicate important key events efficiently to all patients. HK to email IT team to update website.
* Make sure what is on the website is easier to digest and links are provided.
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| 1. | **Overview of the PPG:*** How can we be more efficient? Have a patient to chair the meeting with a deputy, and rotate.
* How do we manage the PPG online and in person, due to a lot of people turning up last time?
* To read the previous meeting minutes- no hidden agendas, more robust and no gripes.
* The PPG list needs to be updated.
* How do we facilitate the growth of the PPG?
* Communication is key.
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| 2. | **Updates for the PPG:*** We now have a larger team consisting of 2 x Assistant Practice Managers, 4 x Senior Admin, 2 x GPA,s and extra Admin/Reception staff
* Increased the amount of GP sessions to 65 a week
* The jayex board is now up and running and self- check in is now available
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|  | **Discussions:** * Discussed the Diabetic event, had a large attendance. A lot of the patients wanted to know more about their diet, maybe set up a support group.
* Patients would like the Psychology support especially since covid.
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| 6 | **AOB from the forum:**Can you pre-book appointments? Dr NS explained about the new triage system that was started in January, explained that some slots are kept available for pre-booking. |
|  | Can there be another phone number to cancel appointments?  |
|  | Can we have better signposting when diagnosed, also exemption knowledge when newly diagnosed. |
|  | Can we sort out the queuing system? It was discussed that staff will regularly go out and sort the queue, also to direct to the check in screen. |
|  | Can there be a method to request an appointment that is not by telephone for all the patients that are over 60? Discussed that we have Dr IQ and we will be arranging a Dr IQ event for those that need more information regarding the app. |
|  | **Actions:**For the practice:* To advertise the hearing loop and make it visible to patients.
* To arrange a PPG WhatsApp group
* To arrange a Dr IQ event and advertise it on the WhatsApp group
* Speak to PCN to arrange the possibility of getting a Dietician
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|  | **The group would like to acknowledge the practice for the events and the Jayex board.****Next meeting scheduled 26.02.2024 at 5.30pm** |