

## Old Bridge Surgery Patient Participation Group (PPG)

### Meeting on Wednesday 6 April 2022 at 10.30 am

Present: Judy Benton  
Andy French  
Sally Harmer

Apologies: Michelle Hyatt

1	<b>Guidance for Patient Participation Groups</b> – PPG had read the patient participation guides from TP and NAPP and understands the potential role and responsibilities of PPG: all recognised the importance of 2-way communication between OBS and PPG, the PPG's role as a "critical friend" and to support the OBS in improving its healthcare services to its registered patient group. It was felt that fundraising was not an appropriate task for PPG.	
2	<b>PPG Membership</b> – JB had asked some of her younger contacts to consider joining the PPG but none have confirmed interest as yet. PPG is aware that its current membership is not sufficient in number or diversity with no coverage of younger or family groups, preferably two additional members are needed and OBS will be asked to identify potential new recruits.  <b>GP Member</b> – PPG suggests that the GPs consider rotating their attendance at PPG meetings. It would be helpful to see the relevant text in GP contracts referring to PPGs to understand OBS motivation.	SH / OBS  SH / OBS
3	<b>OBS Patient Group Demographic Data</b> - to seek representation and input from all elements of OBS' registered patient group, PPG needs to understand the makeup of the patient group by relevant criteria – it will be helpful to know the breakdown of the total registered patient group by sex, age groups and ethnicity. This may need to be expanded to include other criteria such as medical conditions in due course depending on initial feedback.	SH / OBS
4	<b>Communications</b> – PPG agreed that a broadbased approach is needed, including email, social media, dedicated PPG website, leaflets, OBS monthly newsletter, surgery noticeboards and matrix board, promotions at local events. Does OBS have an introductory leaflet for new patients? AF suggested PPG has a dedicated mobile for contact by those without internet.	SH
5	<b>Surveys</b> – PPG identified OBS call/appointment handling as an important subject for a future patient survey.	
6	<b>OBS Website</b> – SH to find out who maintains the website and liaise re inclusion of PPG information	SH
7	<b>Funding</b> – will funding be available to cover costs of printing, publicity expenses and promotional literature?	SH
8	<b>Neighbouring PPGs</b> – SH to liaise with Claire Croft at Quay Lane Surgery PPG to find out more about their operation and activities	SH
9	<b>Future Meetings</b> – initially it is likely that meetings will be held every month, while the PPG finds its feet, then move to quarterly. Preferably virtual meetings by Zoom or where necessary in person.  The next meeting will be arranged once responses have been received on the above action points.	SH