**MINUTES**

***PPG meeting***

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| **Meeting Date:** | 18th January 2022 | **Meeting Time:** | 1900 |
| **Attendees:** | 15 patients plus Liz Richards and Sarah Dowling from the Practice |
| **Apologies:** | Many |

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|  | **ITEM** | **ISSUE / STATUS / ACTION REQUIRED** | **Responsible** | **Due** |
| 1. | Introductions and Welcome | Liz Richards (LR) welcomed everyone. LR thanked everyone for responding and joining the meeting tonight  |  |  |
| 2. | Apologies  | Many were received by email |  |  |
| 3. | Minutes of Previous Meeting  | agreed |  |  |
| 4. | Actions update |  |  |  |
| 5. | Presentation |  |  |  |
| 6. | Discussion points | Sandra Parsons attended the meeting and gave an over view of social prescribing and a case study of the type of work she does.Shari Wharton attended the meeting and explained her role as Patient Services Manager.It was raised that the e consult service is quite clunky. Sometimes the categories don’t fit a patient’s issue and then you can’t proceed with the process. Advised to use the ‘general health query’ route or miscellaneous. LR will feedback to NHS England about the user experience as this is a platform that our website links to and therefore we don’t have control over the design .PPG going forwardLR explained that the practice would like this meeting to be run by patients for the patients with input from the surgery. We would like some volunteers for the roles of a chair person and secretary. We would like it to run more like a PTA.Some members are interested to help but are cautious as they don’t wish to do it on their own or feel that they have the experience that is neededPre covid- the Redbourn patients did have a group of people that were willing to give their time to this – Bill Baxter will forward the details of those people for LR to contact.Daniela Poutney and Susannah Williams are happy to help in some capacityRaised that there needs to be representation form all sites, not just Redbourn.Raised that a virtual meeting might be putting some people off getting involved, an in person one might be better. LR explained that for the surgery the virtual option was more convenient but accepted more of a balance could be sought.Future topics for a meeting could be a representative for mental health, how we direct patients and especially through the transition of adolescence to adulthood as there have been a range of different experiences – what should happen? |  |  |
| 11. | AOB | none |  |  |
| 12. | Date / time of next meeting | 16th March 2022, 7pm |  |  |
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