



*Working together effectively to enhance the health and wellbeing of our communities*

## MINUTES

### *PPG meeting*

<b>Meeting Date:</b>	13 <sup>th</sup> September 2023	<b>Meeting Time:</b>	1900
<b>Attendees:</b>	PPG members plus Liz Richards PM. Heather Eardley		
<b>Apologies:</b>	Dr Sarah Dowling		

	ITEM	ISSUE / STATUS / ACTION REQUIRED	Responsible	Due
1.	Introductions and Welcome	Liz Richards (LR) welcomed everyone. LR thanked everyone for attending.		
2.	Apologies	Dr S Dowling		
3.	Heather Eardley from the Patients Association	<p>Heather from the Patients association attended. Herts AND West Essex have funded the patients association for 1 year to engage with practices to help them develop their PPGs. Their mission is 'listening to patients, speaking up for change'.</p> <p>Please see her presentation below</p> <div style="text-align: center;">             Patients Association project         </div> <p>Next steps from this is to develop an action plan for the next 6-12 months.</p>		
4.	Total triage at the Lodge Health Partnership	<div style="text-align: center;">             PPG version - Introducing Total Tr         </div> <p>Support for this change from the PPG. Points raised- how are you going to train the patients- suggestion of videos on the TV screens</p> <p>Please look at the phone message as too long</p> <p>PPG happy to help with communication</p> <p>Concerns for elderly, LR reassured that their access will be no different. The reception team will assist them.</p>		
5.	AOB	Can anyone help with volunteering to do a bit of gardening at Redbourn and at the Lodge? Please get in touch if you can. Photos to follow of the area.		

*Quality, Helpful and Empathetic Attitude, Making it easier, Communication*

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		Flu campaign is underway- thanks to those that have volunteered to assist at these clinics		
6.	Date / time of next meeting	Face to face meeting on 15 <sup>th</sup> November 2023		

***Quality, Helpful and Empathetic Attitude, Making it easier, Communication***