



## PPG Meeting Agenda

**Date and time: 2<sup>nd</sup> August 2023 at 1.00pm**

**Location: Friendly Family Surgery**

### Purpose of the group

The purpose of the group is to discuss about the services offered by the practice and any improvements to be made.

This Group should not be seen as a complaint platform

As per patient Confidentiality no personal issues should be discussed

Everyone's views must be listened to and respected

No discrimination will be tolerated

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No.	Time	Discussion Points	Action Points
1.	Welcome and introductions	<ul style="list-style-type: none"><li>• Thank you to everyone for attending.</li></ul>	
2.	Practice Update	<ul style="list-style-type: none"><li>• We have 2 new members of our reception team. Claire and Rebecca. They are currently undergoing training and are doing really well.</li><li>• Our locum Practice Nurse, Helen will now be joining the team permanently. Helen does all our long term condition reviews, smears and baby immunisations.</li></ul>	

3.	Flu Vaccinations	<ul style="list-style-type: none"> <li>We have already started our flu campaign for this season. Following advice from the PPG we have started booking our clinics early this year.</li> </ul>	
4.	Joined Up Care Derbyshire Newsletter – August	<ul style="list-style-type: none"> <li>Printed a copy for everyone</li> </ul>	
5.	Friendly Family Surgery Summer Newsletter	<ul style="list-style-type: none"> <li>Printed everyone a copy. <a href="#">Summer Newsletter 2023 (office.com)</a></li> </ul>	
6.	Patient Survey	<ul style="list-style-type: none"> <li><a href="#">Patient Experience (gp-patient.co.uk)</a></li> </ul>	
7.	Macmillan Coffee Morning	<ul style="list-style-type: none"> <li>We are having a Macmillan Coffee Morning in September this year. Any help from PPG Members will be very much appreciated. We have had very successful coffee mornings in the past. This could also be used as a PPG Campaign to get more members.</li> </ul>	
8.	Next meeting		Tbc