# AGENDA - PATIENT PARTICIPATION GROUP MEETING

**Venue:** Preston Road Surgery

**Date:** 15th December 2023

**Time:** 1pm – 2pm

**Meeting link:** Will be available for the next meeting to encourage more patients to join

# Practice Staff:

Practice Manager - Samad Khan (SK)

GP Partner - Dr Maria Rogers

GP Partner - Dr Arooran Kogulanathan

**PPG Chair:** - Mr Saleem Mehar

**Apologies:**

# Agenda:

|  |  |  |
| --- | --- | --- |
| Item 1 | Welcome / introduction for new PPG members   * Welcome Practice Manager * PPG Chair To Be Appointed | 1pm – 1:15pm |
| Item 2 | Patient Feedback   * Patient Experiences * Topics For Discussion | 1:15pm – 1:30pm |
| Item 3 | Access to Care   * Patient Avenues for Appointments * Triage System * Types of Clinical Staff | 1:30pm – 1:50pm |
| Item 7 | Any other business (AOB) | 1:50pm – 2pm |

**MINUTES - PATIENT PARTICIPATION GROUP MEETING**

**Agenda Item 1: Introductions**

SK welcomed members of PPG and opened the meeting.

* SK Introduction of self – Working with Preston Road Surgery Since April 2023

**Agenda Item 2: Patient Feedback**

* Discussed patient’s experiences at the practice
* Topics for Agenda Items

**Agenda Item 3: Access to Care**

* In-House Appointments
* E-Lite
* E-Hub
* K&W GP/Nurse/Pharmacist
* Telephone
* F2F
* Social Prescriber
* Health & Wellbeing Coach
* Physiotherapist

**Agenda Item 4: AOB**

* AOB - Mr Saleem Mehar Appointed PPG Chair