**Minutes of Meeting = PPG**

**15 February 2023**

**Attendees**

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| **Attendees** | **Apologies** |
| * JM * JJT * KG * PC * LB | * PW * UB * EL - Healthwatch Kent * VM * Dr Ghandi * KG * JS * PyC * VB * JF – GP Practice * AC |

**Minutes**

1 **Apologies and attendees were noted**

2 **Minutes of Last meeting**

LB noted the errors in minutes of last meeting and corrected.

3) **Update on Health and Wellbeing Day** –

LB asked people to volunteer to support the day, roles and timings were agreed and are set out below.

* 1pm – Bus Arrives, LB on hand to open up, with JT.
* Stall holders arrive
* 2pm – doors open to public
* JT to pick up the keys on Thursday 16 March from VA
* VM – to run refreshments
* AC/LB/ and other PPG members to Man the PPG Stand
* Rota of PPG members to direct public and help with refreshments
* PC/Py C – To help with break down and close
* 5pm close

**Agenda for the day**

* 2pm – event starts
* 2.30pm – talk from GP on how to access their services
* 2.45pm – Chair based exercise taster session with Val
* 3.30pm – Talk from GP practice
* 3.45pm – Chair based exercise taster session with Val
* 5pm – event closes

**Tasks still to do**

* JM to ask Ear Nurse to attend and get 20 posters printed.
* JT to approach Longfield Integrated Centre about other services people can help with feet, physio, chiropody etc
* PC to ask Mental Health rep to attend.
* LB to provide instructions for day and one pager on what the PPG is and how to contact us.

**4) Contact for the PPG**

PC – mentioned that it would be good to agree a way for our PPG to be contacted to receive compliments and complaints.

Could we have a generic email? LB outlined the problems of having multiple admins for an email address, which wouldn’t be free and would need a rota of people checking the email on regular occaisions.

JT suggested a drop box at each practice, which it was felt would be useful for people not on Facebook or online.

LB suggested setting up a FB group, with some content, which is posted with information on how to complain to the practice/ compliment / getting involved etc.

Make it clear that the drop box is not for urgent health/ personal issues.

Once a month a member of the PPG picks up the notices/envelopes from each practice in NAG and Longfield.

**Action –**

**LB** to ask VB to look at how we set up.

**JM** to ask the practice if we can have a tray for the PPG as a drop box

**PC** to offer pre-addressed envelopes for people to put some notes in.

**Date of next Meeting 18 April 2023 – 6.30pm – Venue TBC**