



Royal Manor Health Care Patient Participation Group (PPG)

15th June 2022
Gatehouse Surgery

Notes of Meeting

		Action
1	<p>Welcome and apologies Present: Mike Osmond, Roy Pepperell, Karen Palmer, Lindsay Wilding</p> <p>Apologies: Sally Phillips, Pam Boyce, Jim Gammans</p>	
2	<p>Practice Update: Lindsay went through the structure of the practice team as there had been a lot of changes over the last 2 years. Confirmed who the partners were and how the management team works. Also, explained how the triage system works and the duty team working on it.</p> <p>It was discussed how it would be useful if patients were made aware of how many patients we have on the island, the demographics, and the percentage of DNA's rather than just a number.</p> <p>Thought that the update to patients about clinical shortages was good, but perhaps it could come with a link to the practice website attached?</p>	Lindsay to work on this.
3	<p>Recruiting PPG members: Arrange for PPG members to be present in the Surgery. Place an advert on Facebook to see if this generates any interest.</p>	
4	<p>AOB: E-consults were discussed and that they can be quite confusing. Could we pull together a 'how to' guide to help patients who are struggling.</p> <p>A template of our terms of reference was looked at and agreed upon.</p> <p>Patients questionnaire discussed and agreed that a few bits need adding including ethnicity and diversity.</p>	
5	<p>Date of next meeting: 7th September 1.30pm at the Gatehouse Meeting room</p>	