

**Minutes of the PPG Meeting 19/07/21@ 18.00**

Present PPG– Michael, John, Ronnie, Theresa, Kate, Richard, Alex and Peter

Present Cliff House - Nataly and Carolyn

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| **Matters Arising** | **Actions** |
| Meeting opened by Nataly, re-iterating the remit of the PPG, that it is not a space for airing personal grievances with the Practice and that Nataly and Carolyn will be there as Cliff House representatives only.  Nataly discussed impending CQC inspection and explained that as new providers we are expecting a site visit September/October.  Nataly made the PPG aware CQC may contact them.  Michael asked if patient satisfaction questionnaires were to be done before CQC and if there was a copy of the questions the PPG used in the past. Richard has these.  Discussion afterwards with Partners and PM - decided they are to be done **before** CQC visit.  Agenda template.  PPG members to contact Michael directly with agenda items. Michael happy with this.  COVID boosters  Nataly and Carolyn advised that we are hoping to do them along with flu clinic, awaiting more information from PCN. Also advised that it’s fine to have both COVID booster and flu jab simultaneously.  Discussion re. how many members of PPG would be appropriate.  Michael asked for a copy of the constitution to be emailed to him, all PPG members to sign this.  Walking group - John keen to reignite plans for walking group. Decided it would be more feasible to ‘start small’.  Discussed idea of voluntary drivers for patient appointments  Alex wants to facilitate endometriosis support group and asked if she can have access to the annex. She asked if the surgery would signpost and promote this. Nataly advised we could do this via the website and askmyGP.  Peter asked how do we change the perception of General Practice considering the constant negative media portrayal of late.  Meeting concluded at 19.05  Next meeting Tuesday 17/08/21 | Richard to e-mail Michael the questions.  Nataly to look on practice index for a new PPG meeting agenda template.  Carolyn to look into this  Carolyn to do this  Ronnie to help John  Nataly to find out regarding insurance  Alex to email Carolyn more details  On agenda for next time |