**Minutes**

**PPG Meeting on Fri 14 July**

**Attendees:**

Misha Mydlova / Practice Manager (MM)

JP / patient

AJ / patient

PM / patient

Robin Charnley from Community Barnet

**Agenda:**

Welcome and introduction

Developing our PPG group - Robin Charnley from Community Barnet

Minutes from previous meetings

Premises improvement - update

Friends & Family Test (patients' feedback for Apr, May, Jun 2017)

Patient Questionnaire 2017-18 (update list of questions before this year survey)

**Welcome and introduction & developing our PPG group**

Robin Charnley from Community Barnet kindly joined us for the meeting with some helpful suggestions and is happy to support our group in the future if needed. (MM will email supporting materials to all members). We would like to develop our group further and involve all our members and encourage them to take more responsibilities. Robin suggested that our upcoming practice survey could be a good opportunity for the members to be involved. They could come to the practice and distribute the Patient Questionnaire to our patients. This way they would have a chance to speak to other patients and also promote our PPG so potentially we could recruit new members at the same time.

How can our PPG engage with younger generations ...Robin suggested that Facebook is a great opportunity and most members agreed with this idea (MM to email supporting materials to all members).

Communication - Robin suggested that it would be really helpful if the group members could share their email addresses so they could communicate better between each other without so much of Practice Manager’s involvement all the time. At the moment all members' emails are confidential so any feedback or suggestions are emailed to Practice Manager who then has to resend them back to the rest of the group. (We have agreed that MM will send an email to all members for their consent).

**Patient Questionnaire 2017-18**

We need to update our Practice questionnaire before we run our next survey in September. Misha sent an email about this back in June but only Janet sent her suggestions (MM to resend the email with a reminder to all members).

We would like to run our next survey during the last two weeks of September. It would be a great opportunity for PPG members to volunteer and come to the practice during the busy times to hand them out (MM to email all members for their availability) All suggestions must be sent to Misha by Tuesday 12 September 2017.

**Minutes from the previous meetings**

Misha apologised for not emailing minutes from the previous meetings. We have all agreed that members should be more involved in running our PPG and minutes could be shared and taken by somebody else so not all admin tasks are left only for Misha to complete.

**Premises improvement - update**

All renovation work except for one room (spare clinical room ground floor) is completed for the moment. Once we manage to save some funds, the practice is planning to decorate and paint all internal walls in the future.

**Friends and Family Test**

Misha posted all the results on our practice website and on our notice boards in both waiting rooms.

**Next PPG meeting is due in October**

**(Date and time to be confirmed at least four weeks prior the meeting).**