

Giffords Surgery
Patient Participation Group (PPG)
Meeting Notes
29th March 2023

Attendees: Emma Fletcher/Dr Iggulden/Jan Crabtree/Edward Oliver/Mike Bray/Dave Haslegrave/Sheila Pickett/Chris Pickett/Sylvia Webb

EF opened the meeting by thanking all for attending and putting themselves forward to join Giffords PPG.

1. Aims and objectives

EF briefly explained that after an extremely challenging three years the practice was now ready to pick up and kick start its PPG again. It was hoped that working together it will be possible to create and improve two way communications and to provide a sense of partnership. The Practice and PPG were now registered with the National Association for Patient Participation (NAPP) which provides a wealth of information and guidance to PPG's.

It is hoped that the PPG will develop and grow and provide a wide and variable mix of skills and experience through its members. In time the practice is keen to develop a youth PPG and a Giffords 'Friends Charity' that would work alongside the PPG to raise funds that would benefit our patients.

2. Welcome and introductions

EF welcomed everyone. All attendees present introduced themselves.

3. What do we want from this meeting?

This meeting was to make initial introductions and briefly discuss the benefits of having a PPG. EF also took the opportunity to provide a useful update on the practice team and current pressures going on behind the scenes.

4. What do we want from the PPG?

We want the PPG to be a voice for our patients. Buy in from the practice and its members will be required.

EF proposed that going forward a quarterly PPG meeting would be appropriate. The PPG can decide whether they wish to have face to face or virtual in the near future.

EF agreed to continue to Chair the PPG in the short term, but asked members if anyone would like to put themselves forward. In time a secretary and treasurer may be introduced. EF will continue to support and attend all meetings.

EF provided attendees with draft PPG Terms of Reference and Meeting Ground Rules to take away and review. These will be agreed at the next meeting unless anyone had any comments or amendments.

5. What we don't want from the PPG

The PPG would not be the forum for complaints or discussing specific personal patient queries.

6. Being representative! Starting and working with a virtual group

Once the PPG has a Chair, Terms of Reference and Ground Rules agreed, the PPG can then begin to think about areas of interest or a particular project to focus on.

EF suggested that as Giffords have a new Health and Wellbeing Team and it was evident from some of those present that we will have good links with our PPG and local community. This could be something to think about.

7. Next steps.

All agreed that the second next meeting should be within the next 6-8 weeks ideally to keep momentum going and to set things in motion.