**Alton Patient Participation Group**

**Minutes of the Meeting held on Tuesday 12th November 2023**

**at 10.00 am**

**Present:** **Dorothy Clohesy (Chair), Carol Edwards, David Edwards, Lynn Shooter, Yvonne Somerville and**

**Elaine Plant (Secretary)**

**1. Apologies**: Heather Hall and Angie Hurst

**2. Minutes of the last meeting:**

The minutes of the meeting held on Tuesday 14th November were approved.

**3. Matters Arising:**

**Community Bus Project:**

To be discussed with Kerri, the Health & Wellbeing Coach, at the next meeting.

**Healthwatch:**

Report will be sent out by end of month.

**Phone System:**

**HH** could not attend the meeting because of staff shortage but she informed **DC** that the new phone system would hopefully be installed on 24th January.

**Moorlands PCN Open Days:**

Three members attended. Discussed.

**Health & Wellbeing - Dementia Session at the** **Guildhall:**

**DS** attended **-** Discussed. Will discuss further with Kerri in January.

**Physio** self-referral. Need to ring surgery for an appointment.

**Out of hours appointments:** Need to ring Reception to arrange an appointment at another surgery.

**Defibrillator - AH** not the trainer – Agenda Item for next meeting.

**4. Reports:**

**LS - Website:**  PPG Minutes for October not published. Some updating needed for the following:

* PPG section: Last Report (terms of reference) published for PPG dated 2015
* General Section: Carers Information not up to date.
* Staff Section – Should it state that Dr Legget is on maternity leave?

Also should it state the name of the Physicians Associate?

* Main Section: Dispensary Opening Hours panel needs adjusting.
* Join our Patient Group – the panel is covering up the times.
* Friends & Family – some of the info cannot be seen.

**EP** asked why we could not order medication to cover the Christmas period when there was a request on Facebook asking us to do so.

DC wished everyone a Happy Christmas and the ‘Mince Pie Social’ ended.

**5. Date of next meeting: Tuesday 9th January 2024 at 10 am**

Items to be carried forward for discussion at next meeting:

Moorlands PCN

Health & Wellbeing Dementia Session

Defibrillator

Website