MEETING OF ALTON SURGERY PPG

14TH JANUARY 2025 AT 10AM

PRESENT: Dorothy Clohesy (Deputy Chair) (DC) Angie Hurst (Chair) (AH)

Heather Hall (Practice Manager) (HH) Tony Lyons (TL) Vic Goodwin

Martin Morris (MM) new member.

APOLOGIES: Elaine Plant Carol and Dave Edwards Alan Heath

Martin Morris was welcomed to the Group

Minutes from the last meeting were agreed

Matters arising:

**The future role of the group**

It was agreed that the PPG face book page was interacting with more patients. The PPG were sharing more information with patients via other local face book pages. (TL) saw the future role of the group would to interact more with patients in 2025 by creating a newsletter maybe every few months. (TL) offered to produce the newsletter electronically. (DC) reported that this had been tried before but had involved a lot of work for little gain. It was agreed we would try this and (AH) offered to speak to Kerri the health and well being coach to see if she could contribute some info on her role.

**New Patient Questionnaire**

It was agreed that the patient survey las year was very successful although we did not get a lot of younger patients to take part. (HH) agreed it was helpful to the surgery. It was decided on two surveys a year one in March and one in September.

**Date to be agreed to attach PPG leaflets to Dispensary bags**

(HH) will contact (AH) with possible dates when she can do this and print off some leaflets.

**How can the surgery make better manage appointments**

(TL) has emailed (HH) with his thoughts on this subject.

**Any other business**

(AH) has emailed (HH) re some changes needed on the Surgery Website sent to her from Lynn Shooter who is still a virtual member of the PPG.

(HH) has requested two members of the PPG to have an interview with the GP Support team. (AH) and (TL) have agreed to a date for this.

We discussed a possible change of day for the meetings but Tuesday was the only day we could all attend

At the end of the meeting (HH) introduced the PPG members to the new Alton Surgery Business Development Manager Louise Eagle. Louise is to take over from Jenny Manley who has retired. The PPG would like to thank Jenny for all her work at the surgery over the last few Years and send their best wishes for her retirement.

**Date of next meeting Tuesday 11th February 2025 at 10am.**