

## St Elizabeth Medical Centre - Patient Participation Group

### Meeting Minutes

<b>Date &amp; time:</b>		11 <sup>th</sup> February 2025, 18:30			
<b>Place:</b>		St Elizabeth Medical Centre (SEMC)			
<b>Attendees:</b>		<b>Initials</b>	<b>Present</b>	<b>Apologies</b>	<b>Absent</b>
<b>SEMC:</b>					
Practice manager & facilitator	Mrs Elizabeth Morton	EM	x		
<b>Patients:</b>					
	Mrs Rehana Beg	RB	x		
	Mrs Angela Bowness	AB	x		
Vice-chair	Mr John Bowness	JB	x		
	Mr Ahmad Khwaja	AK		x	
Secretary	Mr Jamie Lake	JL	x		
	Ms Julie Paynter	JP	x		
Chair	Mr John Shroff	JS	x		
	Mr Ian Walker	IW	x		
	Mrs Vanessa Walker	VW	x		
<b>Voting quorum present?</b>	Yes				

### Agenda & Minutes

#### 1. Actions progress.

- 1.1. The **Virtual Group** waiting list will now start to be contacted by **EM**.

#### 2. Update from the Practice.

- 2.1. The St John Ambulance “Mental Health Advice and Support Information” poster is a bit small in A4, so needs to be reproduced in A3 by **JL**.
- 2.2. Andy’s Man Club was briefly explained to the group by **JL**. A poster for it would be good for the noticeboard. **JL** will get one.
- 2.3. **IW** shared some advertising leaflets for the MS Therapy Centre on Freemans Common.
- 2.4. It was proposed to have a who’s-who poster in the waiting area; that the admin staff are comfortable with.
- 2.5. The Did-Not-Attend (DNA) numbers have not been published for some time. It was proposed this be done again to raise awareness of the impact it has on the surgery and patients.
- 2.6. A 6-monthly newsletter published in Spring and Autumn was proposed. **JB** is going to look at producing this based on his previous experience in this area.
- 2.7. The two questionnaires were reviewed and suggestions made on how they could be improved.
- 2.8. The minor ailments clinic, which runs 4 days per week, has helped to free up Dr appointments and signposted patients to further services.

### 3. Any other Business.

3.1. RB gave her apologies for the next meeting.

### 4. Action List.

From	Action	Who	By the
1.1	Virtual group contact.	EM	See 1.1
2.1	Produce bigger poster.	JL	21 <sup>st</sup> of February 2025
2.2	Obtain a poster for Andy's Man Club.	JL	11 <sup>th</sup> March 2025
2.5	Draft structure and content for a newsletter.	JB	11 <sup>th</sup> March 2025

### 5. Agenda for next meeting.

5.1. Review progress on actions.

5.2. Update from the practice.

5.3. Any other Business.

### 6. Next meeting: 18:30 to 19:30 on the 11<sup>th</sup> of March 2025

Minutes submitted by: Jamie Lake, 13<sup>th</sup> February 2025