

## St Elizabeth Medical Centre - Patient Participation Group

### Meeting Minutes

<b>Date &amp; time:</b>		14 <sup>th</sup> January 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. There is a drive by the government towards **digital transformation** of health practices. **EM** has suggested including a specialised mental-health clinic as part of it. The suggestion was rejected as being too expensive.
- 2.2. The practice does not have a competent **pharmacy** nearby for patients to go to for minor ailments.
- 2.3. A suggestion has been put forward for members of the PPG to be available as a point of **non-clinical contact** for patients to talk to about concerns or feedback about the surgery. This is provisionally scheduled for one week in March.
- 2.4. Some feedback to the surgery, via email, has been **abusive** towards front desk staff.
- 2.5. A suggestion was made for creating a database of **local clubs and groups** that people can be signposted too.
- 2.6. A **noticeboard** can be made available for the PPG to facilitate communication with patients. It cannot be used to advertise businesses. Charities are allowed.

#### 3. Any other Business.

- 3.1. The **roof** and **toilet** have been fixed, and the **lights** are working again in the carpark.

3.2. Some of the **trees** are to be trimmed due to issues with big branches falling in pedestrian areas.

**4. Action List.**

<b>From</b>	<b>Action</b>	<b>Who</b>	<b>By the</b>
1.1	Virtual group contact	EM	See 1.1

**5. Agenda for next meeting.**

5.1. Review progress on actions.

5.2. Discuss what actions should be taken to move patient and PPG contact forward.

5.3. Update from the practice.

5.4. Any other Business.

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

Minutes submitted by: Jamie Lake, 16<sup>th</sup> January 2025