**PPG Meeting 15th February 2024 @ 6pm**

* Introductions were made
* Minutes of Last meeting approved
* Agenda broadly followed not in strict order

Actions agreed as recorded:

1. Plan a coffee afternoon at Shadwell, Oakwood and Rutland where the agenda would be:
   1. An opportunity for carers to meet
   2. Information and help on use of systems such as PATCHS, NHS App, etc
   3. Opportunities for recruitment to PPG
2. Share 100% digital slides and presentation via the chair when available
3. Check functionality in PATCHS re when open for non clinical requests
4. Pursue survey to patients as per steer from HealthWatch and NAPP – briefing from ICB meeting on 20/2/24 to be sent to chair for information
5. DMG to engage with GPIP (General Practice Improvement Programme) with a focus on access and when project agreed to include PPG
6. PPG to collate a list of process and technical queries – eg Why don’t patients get confirmation that PATCHS is delivered?
7. Phone message to be double checked and accurate
8. Feedback to technical lead on delay of transfer from queue to operator – feels as if disconnected
9. PPG to develop branch specific sub groups and agree how to aggregate to DMG level
10. PPG email – agreed due to delay with NHS email to create own
11. Develop annual action plan to be ratified at main group
12. Review website – agreement to enhance to PPG section
13. Forward plan schedule of meetings
14. Utilize toolkits available via Health Watch and NAPP – log in available to more PPG members via chair

Meeting closed at 8pm.

Date of next meeting to be agreed