**PPG meeting 19/7/23**

**Attendees: John, Lindsey, Maureen, Helen, Kath, Janet, Ivan (Mgmt), Sue (Mgmt). Apologies: Jane, Diana**

Opening hellos.

Discussed Ground rules and Terms of Reference. Changes proposed by J, broad agreement. [IS to attach to minute sendout]

Discussed meeting location – Air-con causes trouble for hearing-aid users. Later agreed to try BAME Centre for next meeting.

Discussed meeting structure – to build introductions and access notes into agenda for future meetings.

Discussed how to share / communicate. Email broadly preferred – so far Blind Copied, so will need to acquire consent [IS to include consent form for sharing email addresses in sendout]

Road Closures – could practice take a position on the plans? Could have impact as an organisation, and given the closures will effect access for patients attending practice. Could collaborate with dentist and carehome with positioning. [IS to mention to dentists] [IS to add website entry directing patients to the consultation]

Feedback for practice, to ensure everyone is leaving messages when calling to no answer. [shared at PST meeting 20/7]

PATCHS – dissatisfaction with process, and with the lack of clear user guide. Discussed ideas on how to improve accessibility – drop-ins? A how-to on the website? Patient champions. [IS will ask PATCHS/Advanced about training for PPG / staff too]

Next meeting September – TBC.