

# St Elizabeth Medical Centre - Patient Participation Group

## Meeting Minutes

Pre-Submission Draft

<b>Date and time:</b>	7 <sup>th</sup> November 2023, 18:30
<b>Place:</b>	St Elizabeth Medical Centre (SEMC)
<b>Attendees:</b>	
SEMC	Mrs Elizabeth Morton (EM) - Practice Manager & Facilitator
Patients	Mr Ahmad Khwaja (AK)
	Mrs Angela Bowness (AB)
	Mr Ian Walker (IW)
	Mr Jamie Lake (JL)
	Mr John Bowness (JB)
	Mr John Shroff (JS)
	Joy
	Ms Julie Paynter (JP)
	Mr Mohammed Shiek (MS)
	Mrs R Begg (RB)
<b>Apologies:</b>	
	Peter O'Hagan
	Vanessa Walker

## Agenda & Minutes

### 1. Welcome & Introductions.

- 1.1. Introductions were made around the table.
- 1.2. A copy of the agenda, code-of-conduct, terms-of-reference, PPG information, roles and responsibilities of the Chair and Secretary, organisation chart and average weekly appointments was handed out to all attendees.

### 2. Ground Rules.

- 2.1. EM Ran through code-of-conduct and introduced the terms-of-reference, so that they can be approved at the next meeting and signed by the chair and practice representative.

### 3. Aims and objectives of the PPG.

- 3.1. EM discussed what the practice is hoping the PPG will bring to the development of it. The practice are hopeful the PPG will become an integral part of it and offer guidance, views and support.

### 4. Election of Chair and Secretary.

- 4.1. JS kindly put himself forward for Chair having a vast experience in chairing and officiating. The group expressed their thanks and voted John in as Chair.
- 4.2. JL kindly volunteered to be secretary and the group agreed and thanked him.

## **5. Update from the GP practice.**

- 5.1. EM informed the group of new developments in the practice. Dr J Wood has retired with Dr Patel filling most of Dr Wood's sessions. An organisational chart of the practice was explained highlighting new roles and the involvement with the primary care network (PCN).
- 5.2. The Practice is having a new telephone system which should be installed and running before Christmas. It will have a queue and call-back facility.
- 5.3. The new website is under development. It is hoped the group will have a page, as well as appraise the website in due course. The website will allow the ordering of prescriptions and requesting sick notes. It will be maintained by the practice.
- 5.4. The Practice is starting to use online appointments, but this will be a slow release to ensure that all patients are able to access appointments.

## **6. Suggestions and Comments from PPG Patient Members.**

- 6.1. The group agreed that the meeting will be monthly for the first 6 months on every 2nd Tuesday of the month from 18:30 to 19:30.
- 6.2. It was agreed a quorum of 7 people is required for any voting process.
- 6.3. The maximum number of committee members is to be capped at 12.
- 6.4. Meeting can be in person or, on occasion where needed, via an online medium e.g. WhatsApp or Microsoft TEAMS.
- 6.5. EM agreed to set up a WhatsApp group once all phone numbers had been verified.
- 6.6. JL agreed to submit the minutes on Thursday the 9th of November.
- 6.7. Minutes to be submitted to the group by email.
- 6.8. An area to store documents would be useful e.g. Microsoft TEAMS.

## **7. Action Plan for Next Meeting.**

- 7.1. WhatsApp group established.
- 7.2. Terms of Reference to be read by committee members before the next meeting, so it can be agreed upon and signed by the PPG Chair and Practice representative at the meeting.
- 7.3. Meet and welcome Peter and Vanessa.

## **8. AOB.**

— None —

[Next Meeting](#) — Tuesday the 12th of December at 18:30 to 19:30.

Minutes submitted by: Jamie Lake

Submission Date: 9<sup>th</sup> November 2023