Pelham Medical Group
Patient Participant Group
Tuesday 27th February 2024 at 17:30

*See separate attendance sheet.*

RE welcome everyone to the meeting.
All staff members present took it in turns to introduce themselves.

Due to the small attendance RE opened by asking if anyone was using the NHS app and how accessible they found it.
One patient express that she has been using it for a while. She used the online tirage option and was very impressed with her quick response from the practice.

RE explained how the practice has had the confirmation on the new telephones system which should be being installed in the new month or two. This will help reduce the wait on the phone lines with a call back option. The reception team will be able to see the number of calls waiting and who is calling.

LM gave an update on the PCN, the staff and services we provide.

LM asked how the patient liked to be kept updated with practice updates. Newsletters and social media have become the most common. The practice website is currently being redesigned and updated.

Discussed how we can encourage patients to attend the PPG. Advertising and explanation being the common answer. Agreed to send text messages to a bigger cohort of patients and display a PPG board in the waiting area.

**Close**

MMJ thanked all for attending.
The next PPG meeting will be held in [DATE]
Details of the meeting will be sent round and advertised on all our platforms.