

## **Monkfield Medical Practice Patient Participation Group**

**Initial Meeting 6<sup>th</sup> February 2024**

### **Present**

Karen Lee

Sarah Kidson

### **Apologies**

Fiona Ellis

Frank Anarfi

Fran Panrucker

### **Informal Discussion**

As this was the first initial meeting there was a general discussion about what the previous group had covered which included:

- Meetings took place quarterly.
- Provision for West Cambourne
- Staffing issues
- Invites for new patients to join the PPG.
- Top 10 health issues facing the practice and raising awareness in the community.

Following on from that discussion, Sarah and I discussed how the group could recruit more people to attend. Perhaps the use of Facebook more, new patient sign ups, and the messaging surrounding the group to get people interested as to how, as a community we can help the practice to help us as patients.

Perhaps a health awareness event at the practice would be a good opportunity to recruit more members to the group who might be interested in joining following such an event.

We discussed the website, and how this is used. Does this help the practice when times are busy. Could it be utilised more?

Sharing information onto Facebook about announcements at the practice but utilising the various different groups on Facebook that Cambourne appears to have, and utilising them more effectively, to assist the practice.

Input from the clinical staff within the group, and regular attendance for consistency surrounding issues that are faced within the practice.

As a group, we need to think about what is our aim and purpose, what do we want to achieve?

Does the practice know of any successful PPG's that we could partner with to get some guidance on the best way to utilise the group?

There was discussion around specialist group areas that are being rolled out such as the Menopause Café. How is this being utilised, and is it a successful project?

How the practice is doing in terms of patient accessibility compared to other practices.

Accessibility for disabled patients, such as the self-check in screen being too high for a wheelchair user at busy times when there is a queue at reception.

There was discussion about how we want to meet, via Zoom, in person, and the time constraints. In addition to finding a Chairperson to front the group, as at present neither myself nor Sarah have the capacity. We are both happy to be apart of the group. I am happy to take notes and set up meetings, and other aspects of helping the group succeed, but both of us are not able to be Chair at present.

Next group meeting a suggestion of three months' time, to allow the Practice to digest the above points and to select a member of the clinical team to attend regularly.

Next Meeting Date 7<sup>th</sup> of May evening suggestion 6-7pm? Zoom? Teams? In Person – Feedback required.