**HOLLAND HOUSE PATIENT PARTICIPATION GROUP (PPG) MEETING**

**22** **MARCH 2022**

**MEETING HELD IN THE TOP FLOOR MEETING ROOM AT HOLL:AND HOUSE**

3**.30 p.m.**

**PRESENT:** Karen Donley (Chair)

Judith Milne (Practice Manager)

Dr. S. Johnson

Sally Pern

Janet Robinson

Barbara Smith

Barbara Weston

Elaine Townsend (Minute Secretary)

**WELCOME AND INTRODUCTION**

Karen Donley welcomed everyone to the meeting. She thanked Sally Pern for her help and support to the PPG during her time as Holland House Practice Manager. She then welcomed Judith Milne the new Practice Manager to the meting.

A DISCUSSION WAS HELD ON THE VALUE OF THE PPG AND IT’S FUTURE

* Judith said the role of the PPG was now more important than ever and that it was important that the Practice Manager should be engaged with the PPG and trust our views
* Not every practice has a PPG but it should play an important part in the future in helping patients to understand change
* Frequency of face to face meetings - bi-monthly?
* PPG members need to meet new HH staff so that staff and PPG members are familiar with each other
* Patient information is very important and more information needed:
  + more on website - what additional things are needed
    - not everyone has access to website
    - patient leaflet to be updated
* Make arrangements to meet people who have shown an interest in joining the PPG
* Concern was expressed by Judith about the denigration of the Advanced Care
* Practioners. This is severely demoralising.
* Also multiple problems are being brought to one appointment.
* Dr. Johnson and Judith confirmed the Covid is still highly prevalent and still a big issue
* The social prescribing team, introduced to us at the last meeting in May and at a later date met by us are now up and running and in contact with HH patients
* Dr. Johnson gave us an update on staff changes at HH:
  + 4 people have retired
  + 2 have moved to other areas
  + a new doctor is due to start in August
* IT problems still being experienced

**NEXT MEETING**

TBD