**PPG meeting 8.11.2021 1200-1300**

Attendees – Dr H, AT, JCH, MJ, LCS, Dr P (from 12.40)

Agenda:

1. The future role of the PPG
2. Communication
3. Capacity
4. Your expectations of and opportunities for the PPG
5. The new ICS - patient engagement has been requested. Would the PPG be happy for me to pass on their details to liaise with the developing ICO?
6. New phone system - we are currently reviewing the phone system to move to a cloud based system. Would the PPG be willing to meet with the proposed company for a demonstration and help us build on the new phone system?
7. Abuse of staff - this is an increasing problem that includes all staff at RDHG.
8. Explaining how the GP practice works/PCN/GP workload to address misinformation.

In order to improve communication we agree regular monthly meetings are scheduled. Anyone able to attend will be welcome.

Phone system - we are hoping to move to a cloud based system and would welcome the PPG meeting with the successful company to review the system and provide feedback.

PPG numbers are small at present and not representative of the population. We agreed we will work together and look to expand PPG numbers. DH showed social media platforms. PPG will look at ways of engaging the community particularly those who are not on social media and those who would not usually contact the surgery. We would want to know – how patients want us to communicate with them and what information would patients want to know?

Capacity  - we discussed the new housing developments and ongoing recruitment within the practice. We have recruited 3 new salaried GPs

ICS – PPG happy for me to pass on their details to engage with the ICS.