

St Peter's Medical Centre

PPG Meeting 24 January 2023. 7-8:30 pm

AGENDA

1. Welcome, introductions and apologies
2. Approval of minutes of meeting 22 November 2022
3. Practice report previously circulated (Queries or comments arising)
4. Approval of updated Constitution and ground rules for PPG (following feedback from members)
5. Projects:
 - a) Obtaining more feedback from patients

Progress with Google review. Our targets: Google Score 4.0 after 1 year, Google Score 4.5 after 3 years

Further Ideas which Christine and Deborah will comment on in the context of what is already in place and mandatory within the NHS

- Automatic evaluation text to patients after each visit
- Request via noticeboard/website requesting feedback
- Inform how to do a Google review (even without a Google email)

- Respond to feedback comments and learn / act on them
- Improve patient experience by ensuring use of jargon free language

b) Community Involvement

Targets: One community initiative launched after 1 year, three community initiatives launched after three years

Ideas to further evaluate:

- Health talks in church hall
- Conversations with community social media groups
- Visits / displays in local schools
- Visits / displays in local churches and other places of worship

6. Any other business

7. Reconfirm meeting dates 2023: 18 April, 20 June, 5 September, 7 November