

**MINUTES OF PPG MEETING
AVENUE SURGERY
14/3/25**

PRESENT

Howard Jones (HJ) – Chair

Annabelle Carter (AC) – Secretary

Jean Tucker (JT) – Secretary

Committee members - Caroline Romback (CR), Dawn Holland (DH), Gill Scott (GS), John Umasanthiram (JU), Pat Ayres (AP), William Norman (WN), Linda Lawrence (LL), Peter Redfern (PR), Sue Dunham (SD)

Apologies

Chandra Verma, Gregory Hale, Johanna Lovesey, Sebastian Miller, Trevor Gillis, Diane Hunt

Matters Arising

Action

- Purpose of the meeting – to meet the new Committee, identify individual areas of expertise and agree immediate actions
- Each member of the Committee gave a brief introduction of themselves, their interests and areas of expertise they could bring to the PPG
- It was agreed that the first action of the Committee would be to produce a Practice Newsletter.

A subcommittee would be set up to identify:

- What ‘format’ the newsletter should take
- What should be included in the newsletter
- How often the newsletter should be issued
- How to distribute the newsletter to as many existing and potential new patients as possible

The subcommittee will meet and feedback at the next meeting. They will ask others for support, if necessary

- Once the newsletter is up and running, it was agreed that the committee would look at the best ways to utilise the info-monitor in the waiting room, to best effect
- The Practice website and NHS App were discussed. It was agreed a ‘How To’ guide would be produced to encourage patients to sign up to the NHS App and to the Practice website, and brought to the next meeting

CR/PR/SD/
JT

All

HJ

AOB

- Sue Dunham informed the Committee of the following ‘Did not attend’ (DNA) data:

Month	GP Appointments DNA		Total Appointments DNA	
	No of Appts	Total Hrs	No of Appts	Total Mins
November	63	16.7 hrs	192	2925 mins
December	72	16 hrs	204	3405 mins
January (to 13 th)	19	5.3 hrs	69	1155 mins

Date of Next Meeting – 11th March 2025, 5pm, Avenue Surgery (then approx. every 3 months thereafter)