

PATIENT PARTICIPATION GROUP (PPG) MEETING NOTES

Thursday 31st August 2023 at 2pm at Lawson Road Health Centre

Present: Margaret Young, Judy Cane, Pip Williams,
Judith, Alan, Diana, John, Maisie, Charlotte, Carol, Sujata.

Apologies: Jo Hiller

Welcome and introductions each person had the opportunity to say who they are'

The following items were discussed:

Comments from speaking with patients in the waiting room recently

Overall: Impressed with the staff at Lawson Road surgery

A list is available describing all the comments we received.

- **Seating:** More seats are needed in the waiting room and at the pharmacy
Action Reception staff
- **Phone:** Recorded messages and music playing while waiting for calls to be answered, need editing. **Action Reception staff**
- **Garden and litter pick:** People from this group will volunteer to check and maintain these regularly **Action Margaret to organise.** Litter pick to start soon
- **Notices on the noticeboards:** sometimes slightly difficult to read, could possibly be grouped by topic, subject, illness etc. **Action Reception staff**

Presentation from Duange Weston, Digital Inclusion Team

Presentation titled "Minimising Health Inequalities through Digital Inclusion"

- Need to solve the exclusion issue.
- What are the barriers to digital inclusion?
- What are the benefits of using the NHS App?

We need a digital champion who will be trained in using the NHS App and can assist patients. Who in the PPG group is interested in this role? It is planned that Lawson Road will be the first place locally to roll this out. The training will be online. If you are interested in this, please contact Pip or Margaret.

PPG meeting notes: These can be collected at Reception and will also be posted on our website and surgery noticeboards. **Action Reception Staff**

Meeting Closed: 3.15pm approx.

Next Meeting: Thursday November 2nd 2023 at 1PM

Joining the PPG group: If you would like to join this group, either in person or virtually via email, you will be very welcome. Why not give it a try. Please contact Pip Williams at Reception or by email at nwicb.lawsonroadadmin@nhs.net