Introductions from MHGP: Gino Amato and Kadife Toci

Introductions from PPG: SR and HC

1. PPG members talked over previous minutes from the last meetings. A note was made that there was no way to chase previous actions. Ways to combat this was discussed. An Idea of a PPG WhatsApp group was circulated.

ACTION POINT: KT will send out emails to PPG members on their thoughts on this and if they would like to be added.

1. The time/date of the meeting was also discussed. Both Hanna and Stephen agreed that an option for an online meeting would be great.

ACTION POINT: KT to send PPG members an email about thoughts on this and see if a different time would also be preferred.

1. Call que times were discussed. The PPG were told that our average que call time for MAY 2022 was 13:08

PPG members were updated on the DNA rate for Q1. A Total of 5,110 appointments were booked, 67 of these were DNA’s and 8 of these were telephone consultations (DNAs).

1. KT and GA told the PPG about the TV screen in the waiting room and how it would be great to get some PPG content on that. Both HC anas SR agreed that they would like to get involved in this

ACTION POINT: KT to create a zoom/teams meeting with HC and SR to show them tips and tricks on how to use PowerPoint.

HC and SR will create A PPG PowerPoint to show in the next PPG meeting.

Actions to chase from the last meeting

Magdalena – Survey on people’s thoughts on sharing medical information

Gail – Health watch. Any updates from Tanya

Gail – Food Hub leaflets update?