

**Ambrose Avenue Group Practice Patient Participation Group (PPG) Minutes  
13th January 2025**

**1. Attendees;**

RH: Secretary, LR: Practice Representative, KB, AC, CS, KB

**2: Apologies;**

RB, TI, MR, VW

**3: Minutes of November meeting**

Approved

Action log;

Outstandings actions;

Agenda circulation; discussed the need for the agenda and papers to be circulated before the day of the meeting. It was suggested that any agenda items should be sent before the Friday preceding the meeting to allow for the agenda to be sent on the Saturday prior to the meeting as per previous decision.

RB will find out how AA group can attend the ICB wide PPG meeting and circulate the latest minutes from the ICB group to RH for circulation to the group

RH to forward link for 'People and Communications Course'.

TI to contact Tollgate PPG member for contact re possible joint working

**4. Matters not arising on the agenda**

A discussion was held around quoracy as attendance at the meeting was lower than that in December when the meeting had been cancelled. The decision was made to go ahead with the meeting as there were issues which needed to be discussed.

## 5: Practice update

New phone system working well and feedback has been positive including the 'call back' function.

- A. The new digital platform should be operational next week. Information for patients has been added to Facebook and a discussion was had around the use of community Facebook pages to reach more patients and encourage creation of accounts. All patients will need to register for an account. PPG members raised concerns regarding patients who are not digitally aware or those with no digital access. The practice already has some digital access and this has not caused significant problems as patients who may have issues generally have a carer/relative highlighted on their notes who can support them.
- B. Practice request for less frequent PPG meetings; It was agreed that the meetings will initially change to bimonthly with a view to changing to quarterly meetings. This will need a change to the constitution which currently states meetings will be held monthly. The AGM will take place at the next meeting on March 10th and this will be addressed then.

It was agreed that the groups needs to be more proactive in supporting the practice. As a first step would be to update the noticeboard to try to attract new members. Communication can be held by email to drive this forward before the next meeting. Notice board content was discussed and suggestions for inclusion included ICP initiatives such as the Women's Health App, promotion of NHS campaigns and the newsletter. RS suggested that, with practice permission, the newsletter could be left on waiting room chairs . The PPG notice board needs to be more eye catching to patients to drive an increase in membership. The PPG comments box also needs to be labelled as such and paper provided for patients to use

**Action;** RH, TI and CS to take forward across both sites.

Currently the virtual members are not active and a discussion was held around how it may be possible to engage with these members and maybe get support from them. CS suggested the visual members are surveyed to try to find out

what skills virtual members may have i.e. digital and social media, and what interests they may have with regards to health promotion. AC raised concerns around data protection which should be considered.

It was suggested the the practice may suggest which campaigns they would like to undertake and the PPG support.

The meeting closed at 8pm.

Action Log	Review Date
RH to ask for all agenda items to be sent by 7th March 2025 to allow for meeting papers to be circulated the Saturday prior to the meetings	10th March 2025
RB will find out how AA group can attend ICH wide PPG meeting, and circulate the latest minutes form the ICB group to RH for circulation to members.	10th March 2025
TI to contact Tollgate PPG member for contact re possible joint working	10th March 2025
RH, TI and CS to update notice board and comments box across both sites.	10th March 2025